Parks Canada Parcs Canada

DOE/CPS-015/03409

# Prairie Research Associates Inc.

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**LOWER FORT GARRY NATIONAL HISTORIC PARK**
**1989 VISITOR SURVEY**
**Report on Survey Findings**

February 13, 1990

Prepared for
Canadian Parks Service
Environment Canada

By
Prairie Research Associates Inc.

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# EXECUTIVE SUMMARY

## Background/Method

- From June through the end of September 1989, 1465 questionnaires were distributed on selected days to visitors of Lower Fort Garry National Historic Park.

- Surveys were distributed to bus tours passengers in the parking lot, at the docking site for boat tours, and at the parking lot exit to individuals who had arrived at the Park independent of a bus or boat tour.

- Survey participants had to be 17 years of age or older. The selection method for bus and boat visitors was to take every fifth eligible passenger. For those who arrived independently the first party leaving through the exit (excluding Park staff and tour buses) in every ten-minute block were approached and given a survey.

- In total, 30 stints were completed on randomly selected days.

- In total, 845 surveys were returned by the cut-off date. This represents a response rate of about 58 percent.

## Findings

- Respondents who arrive by bus or boat, use the facilities of the Park differently than those who arrive by independent means of transportation. Primarily, this was due to the fact that those who arrived by bus and boat have limited time at the Park. They tend to have less exposure to its facilities.

## Arriving Independently by Car or Other Method

- The "typical" party arriving independently by car or other means was made up of four persons, one of which was 16 years of age or under. Of those parties with children (43%), the average number of children in the party was two.

- The average age of respondents was 44.

- The average respondent had visited six historical sites in the last two years. Half have been to the Fort before, and 25 percent of the total had been to Lower Fort Garry two or more times in the last two years.

- Overall, respondents were satisfied with the facilities and services offered by the Park.

- Almost all respondents indicate that they spent some time in the Visitor Reception Centre and the average visit to the Centre was 30 minutes. In that time, most viewed the museum and gift shops and used such facilities

as the washroom. The least used service was the slide show, but still about half of all respondents viewed it.

- Almost all respondents were satisfied with the friendliness of staff, the quality and quantity of information provided, the general maintenance of the building and availability of washrooms on the site.

- The average visitor planned to spend about two hours at the Park. This amount of time proved inadequate, for the average visit lasted almost twice as long (3 3/4 hours). The amount there was to see at Lower Fort Garry appeared to surprise many visitors.

- While younger respondents had slightly different opinions than older ones, attitudes towards some future developments at the site were shared: an operating farm with live animals and crops and more hands-on exhibits were chosen by the largest number of respondents.

- The average amount spent in the Selkirk/Lockport area by respondents in this survey was approximately $35.

BUS/BOAT VISITORS

- Those who arrive in groups by bus and boat are different from those who arrive by car or other independent means.

- The average size of the group was 40. The average age was 51 (as compared to 44 among other visitors).

- Boat and bus tour group respondents tended to be older, spent less time at the Fort, were less likely to make expenditures in the ares, and were less likely to use the facilities and services of the Visitor Reception Centre, than respondents who arrived independently.

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## 1.0 INTRODUCTION

Prairie Research Associates Inc. was contracted by the Canadian Parks Service to distribute, collect and analyze a survey of visitors to Lower Fort Garry National Park during the summer of 1989. This report presents the results of that survey.

Lower Fort Garry National Historic Park is located 32 kilometres north of Winnipeg. The Park is on approximately 50 acres of land hugging the western bank of the Red River. The site includes a parking lot, Visitor Reception Centre (VRC), the Fort itself, and several peripheral buildings. The VRC is next the parking lot and contains a reception area, gift shop, restaurant, museum, and a small theatre for audio-visual presentations. As well, there are picnic tables around the Centre.

In 1989, visitors to this National Historic Park numbered over 80,000 during the regular season of operation.[1] Two-thirds of the visitors (71.4%) arrived by car, truck, van, or on foot. This includes both adults and children. The remaining arrived in some form of organized group, including individuals on bus or boat tours. Almost two-thirds of the visitors who arrived in organized groups were children (ie, individuals 16 years of age or younger).

As part of an on-going effort to better understand the needs of those who visit its parks, the Canadian Parks Service of Environment Canada commissioned a visitor study. The survey had five goals:

- Develop a profile of LFG visitor activity groups, their needs and expectations, and their trip characteristics.
- Provide visitor information needed for LFG's attendance counting, such as the number of persons per party and their average length of stay.
- Assess use of the Visitor Reception Centre (VRC) and visitors' satisfaction with its services and facilities.
- Determine i) the amount of time visitors have for their LFG visit and ii) their level of interest in several development alternatives.
- Measure the level and type of visitor expenditures in the Selkirk area (including Lockport).

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[1] In May and September the Fort has certain days designated as operational. On other days during these months the Visitor Reception Centre is closed.

From these goals the Canadian Parks Service developed a questionnaire (see Appendix 1). Having designed a questionnaire and methodology, the Parks Service contracted with Prairie Research Associates Inc. to distribute, computerize, analyze and report on the findings of a visitors survey at Lower Fort Garry National Historic Park. This report represents the completion of those tasks.

Section 2 of this report reviews the methodology. Section 3 discusses the distribution of the questionnaires and Section 4 compares returns with those distributed. Section 5 provides an overview of the findings for respondents surveyed at the parking lot exit (ie., individuals in cars, motorhomes, on bicycle, or on foot) followed by a separate review of the finding for bus or boat respondents. Section 6 presents differences in findings by respondent type. Finally, Section 7 summarizes and draws conclusions.

## 2.0 METHODOLOGY

The methodology required a survey to be distributed to three types of visitors: those who arrived independently by car, truck, bicycle, or on foot (referred to hereafter as car visitors); those who arrived as part of group tour on a bus; and those arriving by boat. Visitors who arrived independently were surveyed at the parking lot exit. Those arriving by water would be almost exclusively part of a riverboat tour.[2] The survey was distributed on randomly selected days at three points in the Park - the parking lot, the parking lot exit and boat dock.

Prairie Research Associates undertook a pre-test of the questionnaire on June 3, 1989. It tested logistics, as well as providing feedback on the questionnaire clarity. The following methods of distribution were to used in the pre-test:

1) One staff member was stationed at the exit of the parking lot. The first car in each 10-minute block was approached: the respondent's name and address were recorded, as was the time, vehicle type and the number passengers. Anyone (17 years of age or over) exiting via the parking lot, whether in a car, on a bicycle, or by foot, was eligible (Park staff were excluded). The name and address were recorded for purposes of a follow-up (if necessary) and to send each participant a summary of the results.

2) The method chosen for intercepting passengers of buses and boats was to approach them as they returned to the bus or boat. This deviated from the originally suggested method which required the bus or boat to fill with passengers, after which a staff person would boarded to distribute the surveys to every fifth eligible person. However, since a decision had been made to record participants' names and addresses, it was assumed that this method of distribution would be too time consuming. The new method involved stopping every fifth eligible person as they returned to the bus or boat.

On the day of the pre-test, approximately 20 people were asked to complete the survey on site. This exercise provided feedback on the wording of questions and instructions in the survey instrument. It resulted in some minor changes to the questionnaire.

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[2] Two boat tours stop at the Fort; the Paddlewheel Princess and the River Rouge Line's Princess of Winnipeg. Both make irregular trips from Winnipeg to the Fort, usually around noon.

## 2.1 Field Operations

Field operations began on June 9, 1989 and ended September 28, 1989. In total 30 stints were completed. Each stint involved two PRA staff who distributed surveys and recorded the names and addresses of participants, as well as other information. Each stint was eight hours long (from 10:00 a.m. to 6:00 p.m.) In total 1465 questionnaires were distributed. Each questionnaire was accompanied by a pre-stamped envelope addressed to the Canadian Parks Service.

As surveys were returned (via the Canadian Parks Service), they were reviewed and coded. Data entry began with the return of the first batch of completed questionnaires. All surveys were entered twice and then verified to ensure accuracy.

### 2.1.1 Modification of Method

At the end of June following eight stints, field operations were reviewed. The method chosen for intercepting bus and boat passengers proved to be much easier to administer and less disruptive for passengers and tour operators than the method originally planned. However, it was responsible for a lower than anticipated distribution rate to these visitor types. It was expected that 20 surveys would be distributed to bus/boat passengers each day, in fact, on average, four were distributed. Essentially, the time required to explain the purpose of the survey and record the person's name and address, limited the number of contacts. The method used for departing cars and other vehicles was exceeding the target distribution. Exit distribution was expected to be 30 a day and, in fact, on average, 34 were distributed.

Since analysis by the type of visitor (boat/bus or car) was important, a method of boosting distribution to bus and boat passengers was implemented. In consultation with the Canadian Parks Service, it was decided that the name and address of bus/boat passengers would not be collected. This way more individuals could be processed. This had a major impact on distribution. The average number distributed per stint in July, with the new method in place, increased to about 19 per stint. Part of this increase was the result of a larger number of passengers arriving by bus and boat in July, but most was the result of the change in method of distribution.

## 3.0 DISTRIBUTION OF SURVEYS

Surveys distribution covered four months (June, July, August, and September).[3] In total, 17 stints were on weekends (Saturday, Sunday) or holidays and make up 57 percent of the total questionnaires distributed.

After 30 stints, it was anticipated that 1500 surveys would be distributed: 900 to vehicles at the exit point (ie., 30 per day) and 600 surveys to passengers of buses or boats (ie., 20 per day). The vehicle distribution was slightly above target (1029), but the bus/boat passenger target was slightly below expectation (436). Table 1 shows the number of questionnaires distributed in each month and Table 2 presents the weekday and weekend distribution. Appendix 2 provides a day by day accounting of the stints.

**TABLE 1**
**Distribution of Surveys by Month**

| | Number | Percent |
|---|---|---|
| June | 302 | 20.6 |
| July | 514 | 35.1 |
| August | 372 | 25.4 |
| September | 277 | 18.9 |
| | 1465 | |

**TABLE 2**
**Distribution of Surveys by Weekday/Weekend**

| | Number | Percent |
|---|---|---|
| Weekday | 627 | 42.8 |
| Weekend/holiday | 838 | 57.2 |

Over 70 percent of the questionnaires were distributed to individuals at the parking lot exit point. The majority of these were to people in motor vehicles. In only four cases was the individual on bicycle or foot (see Table 3).

**TABLE 3**
**Distribution by Type**

| | Number | Percent |
|---|---|---|
| Car/Truck/Van/Motorcycle | 1003 | 68.6 |
| Recreational Vehicle/Motorhome | 21 | 1.4 |
| Other (walk, bicycle) | 4 | 0.3 |
| Bus | 243 | 16.6 |
| Boat | 191 | 13.1 |

[3] The original plan had call for stints in October as well, but the site is virtually shut down by the beginning of October, so these stints were transferred to late September.

## 4.0 REPRESENTATIVENESS

A key issue in survey research is the extent to which the sample represents the population. In this case, we wished to determine how the sample matched the distribution.

Of the 1465 surveys distributed, 845 were completed and returned by the cut-off date (October 15). This represents a response rate of 57.7 percent. For a normal population this sample size has a theoretical error rate of 3.4 percent, 19 times out of 20.

Just over 70 percent of the surveys were distributed to individuals in vehicles exiting via the parking lot. The remaining 30 percent were to individuals in buses or boats. Table 4 shows the distribution pattern in comparison with the type returned. The column labelled 'actual' presents the percentage breakdowns based on 1989 attendance figures provided by Parks Canada. These percentages are calculated using all visitors including children.

**TABLE 4**
**Type of Distribution/Return**
(percent)

| | Distributed | Returned | Actual |
|---|---|---|---|
| Vehicle | 70.5 | 73.5 | 71.4 |
| Bus | 16.6 | 15.6 | 17.5 |
| Boat | 13.1 | 10.9 | 11.3 |

As Table 4 shows, the returns mirror those distributed. As well, the pattern of distribution and returns by month, day type (Weekend/Weekday) and party size are very close (see Tables 5 to 7).

**TABLE 5**
**Distribution/Returns by Month**
(percent)

| | Distributed | Returned | Actual |
|---|---|---|---|
| May | - | - | 9.9 |
| June | 20.6 | 21.8 | 23.5 |
| July | 35.1 | 33.4 | 29.6 |
| August | 25.4 | 24.6 | 29.6 |
| September | 18.9 | 20.2 | 7.6 |

**TABLE 6**
**Distributed/Returns by Weekday/Weekend**
(percent)

| | Distributed | Returned | Actual |
|---|---|---|---|
| Weekday | 42.8 | 36.7 | 41.7 |
| Weekend/holiday | 57.2 | 63.3 | 58.3 |

**TABLE 7**
**Distribution/Returns by Number in Party**
(percent)

| | Distributed | Returned | Actual |
|---|---|---|---|
| 1 or 2 | 23.5 | 25.6 | n/a |
| 3 to 5 | 41.1 | 41.8 | n/a |
| Over 5 | 35.4 | 32.6 | n/a |

Since the pattern of returns is close to the distribution, no weighting of the data has been undertaken for non-response bias. However, it should be noted that the method of sampling results in an over-representation of park visitors who left during 'slow' periods of the day (that is, morning and late afternoons), and an under-representation during peak periods. This limitation should be kept in mind when reviewing these results.

Examination of the data by month of distribution, shoulder and peak season (see Section 6.2) visitors, and weekend/weekday visitors, results in little statistical variation. Therefore, no weighting has been undertaken for differences between the sample and the actual population.

## 5.0 OVERVIEW OF THE RESULTS

For purposes of this study, individuals who arrived by bus or boat were over-represented in the sample. Therefore these visitor types are treated separately for this section of the analysis. Respondents were classified as arriving by bus/boat tour or by car. The "car" classification actually includes anyone who arrived outside of a tour, whether that be in a car or other vehicle, bicycle, or on foot. A complete set of one-way tables for these respondents is found in Appendix 3. A set of one-way frequency tables for respondents on bus or boat tours is found in Appendix 4.

### 5.1 Results of Parking Lot Exit (CAR) Respondents

#### 5.1.1 Profile of Respondents

Respondents who arrived independently by car or other vehicle, on foot or bicycle were divided almost equally between women (51.1%) and men (48.95%). The ages of respondents are presented in Figure 1. The average age was 44.

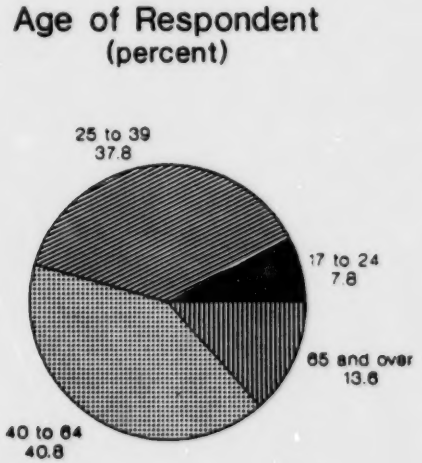
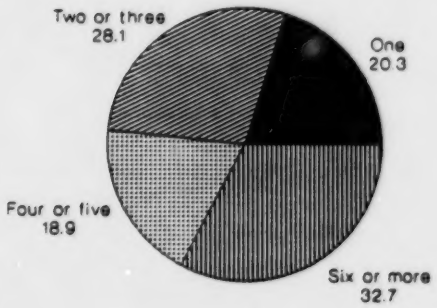



**Figure 1**

Sixty percent of the respondents who arrived by car were from Manitoba (59.7%), with the greatest percentage coming from Winnipeg (see Figure 2).

## Number of Visits to Historic Sites in Last Two Years




(percent)

**Figure 2**

### 5.1.2 Historic Sites

To get a better idea of the general level of interest in historic sites, respondents were asked for the number of visits made to such sites in the last two years. A breakdown is presented in Figure 3. Respondents were to include their visit to Lower Fort Garry in the count and therefore one visit would represent the visit to the Park at which they received the questionnaire. The average number of visits was six, but a few ranged up to over 100.[4]

## Place of Residence (percent)

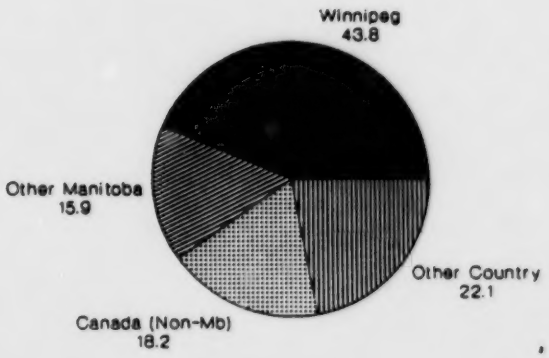



**Figure 3**

[4] The median value was four. The high figure would represent teachers and others associated with organizations making regular tours.

This indicates that those who visited Lower Fort Garry regularly include visits to historic sites as part of vacations trips or local excursions. The fact that a third of respondents had been to six or more in the last two years would suggest a large percent purposely seek out historic sites to visit.

### 5.1.3 Visits to Fort Garry

Just over half (52.4%) of the respondents indicated that the visit at which they received the survey was their first to Lower Fort Garry. Of those who had been to the Fort before, over half indicated that this was their first visit in two years (see Figure 4). The average number of visits in the past two years was two. The median was one.

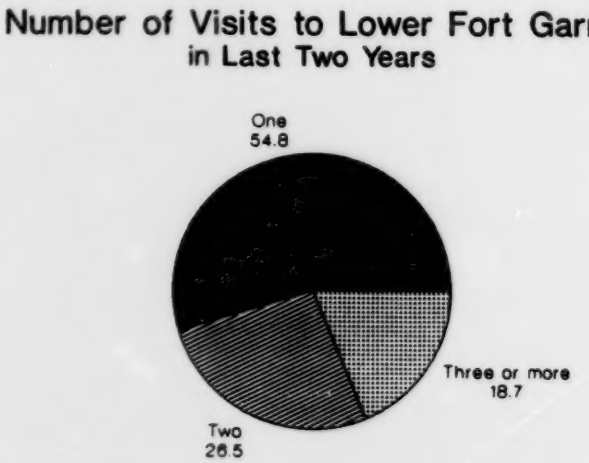



**Figure 4**

Overall, about 20 percent of respondents have visited the Fort at least twice in the last two years.

About a third of respondents could not remember where they first heard about the Fort, or had known about it since childhood. Most of these were local (Winnipeg and area) residents. Word of mouth was the next most important source of knowledge about the Lower Fort Garry, followed by tourist literature and maps (see Figure 5).

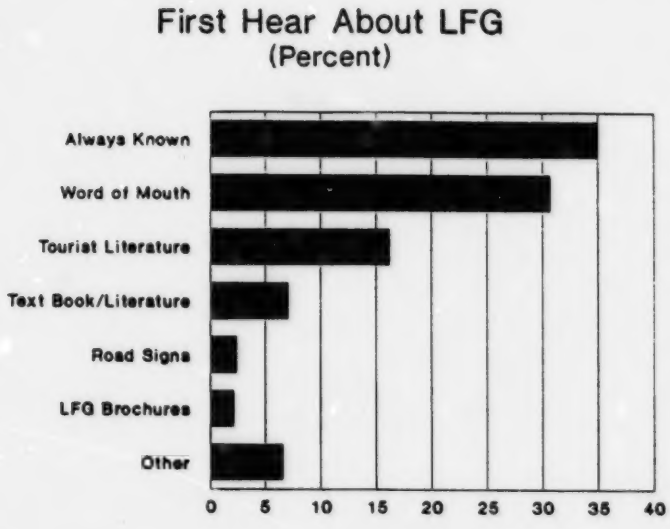



Figure 5

### 5.1.4 Reason for Visit

One-third of respondents indicated that the main reason for their visit to the Fort was "for sightseeing and entertainment", while a quarter stated it was "an outing with friends or relatives". Figure 6 presents all reasons specified.[5]

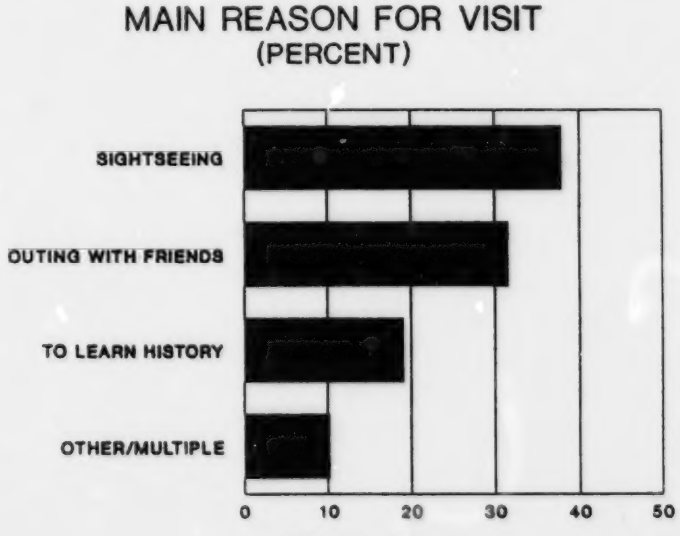



Figure 6

[5] Eight (1.3%) respondents indicated that they were part of a boat or bus tour although they were surveyed at the parking lot exit. These people could have arrived on the regular bus that runs between Winnipeg and Selkirk.

### 5.1.5 Destination

The Fort was the main destination of almost 60 percent of respondents. Thirty percent indicated that while it was not their main destination, the visit to the Fort was a planned stop (Figure 7).

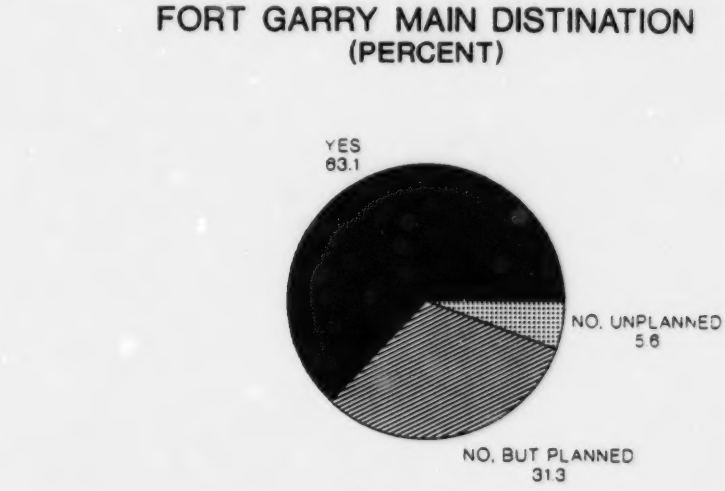



Figure 7

### 5.1.6 Information Sources

When asked about where they got information which helped them plan their trip to Lower Fort Garry, the most often cited source was previous visits, followed by tourist literature or maps, and word of mouth (Figure 8).

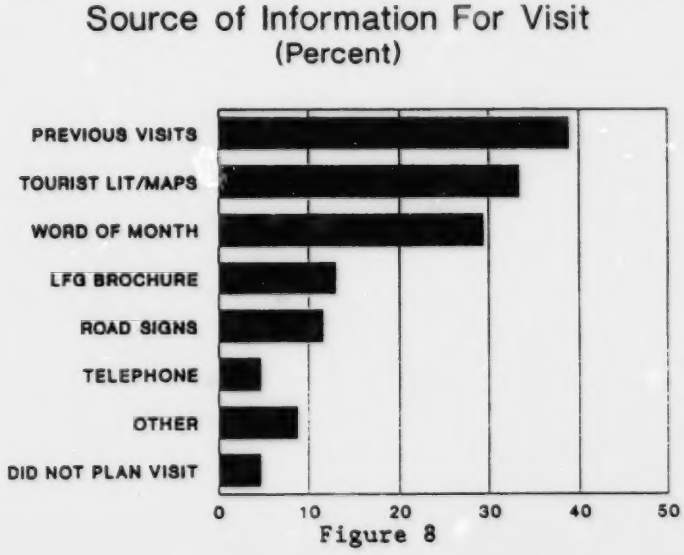



Figure 8

Thirty percent rated tourist literature or maps the most helpful source of information for planning their visit. A quarter thought their previous visit(s) was the most helpful.

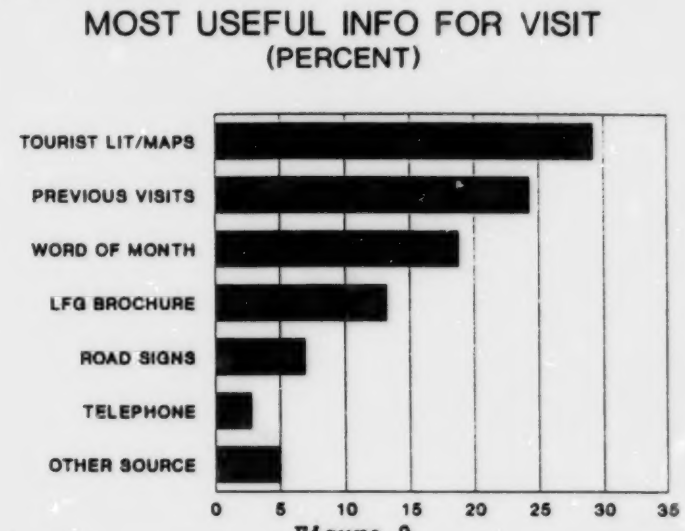



Figure 9

### 5.1.7 Composition of Visitor Party

The average number of individuals in vehicles surveyed at the exit was four.[6]

Figure 10

[6] The median number was three. The number of people in a respondent's party almost the same: the average was four, the median was the same.

About 43 percent of the respondents indicated that they were accompanied by children aged 16 years or younger. The average number of people 16 and under in parties with children was two (Figure 11).

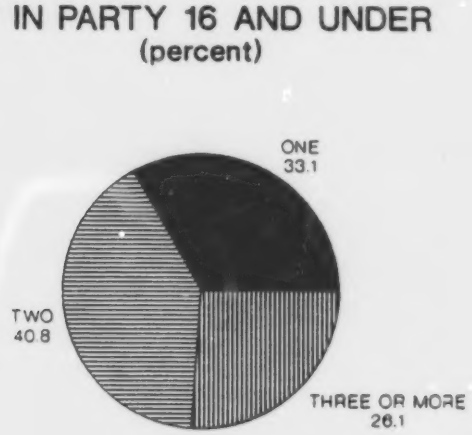



**Figure 11**

### 5.1.8 Time at Fort

Just less than half the respondents who arrived by car at the Park did so in the afternoon (after 1 p.m.). Table 8 provides a breakdown of arrival time.

**TABLE 8**
**Arrival Time At Lower Fort Garry**
(percent)

| | |
|---|---|
| 9 a.m. to 11 a.m. | 21.1 |
| 11 a.m. to 1 p.m. | 32.2 |
| 1 p.m. to 6 p.m. | 46.7 |

On average, respondents indicated that they expected to spend two hours at the Fort. Responses ranged from less than 10 minutes to six hours. Over three-quarters of respondents thought they would stay at the site for two hours or less. In fact, 75 percent of respondents spent over two hours at the Fort. A third spent over four hours. The average stay was almost four hours (three hours and 45 minutes). Table 9 shows the breakdown of how long respondents intended to stay and the actual length of their visit.

TABLE 9
Time Intended/Actual Time Spent at the Fort
(percent)

| | Intended | Actual |
|---|---|---|
| 2 hours or less | 73.8 | 13.4 |
| 2 to 4 Hours | 25.1 | 48.1 |
| Over 4 Hours | 1.2 | 38.5 |

Most respondents stayed longer than they originally intended. The average time at the Fort for people who thought they would spend two hours or less was over three hours. Those who thought two to four hours would be enough time spent over four and a half hours at the Park.

### 5.1.9 Satisfaction with Services/Facilities

Respondents arriving by car were ask to rate their level of satisfaction with a number of features of the Park. These are presented in Table 10. In general, the vast majority of respondents were satisfied with all facilities and services.

TABLE 10
Satisfaction With Facilities and Services
(percent)

| | Satisfied | Dissatisfied | Did not use/ Did not receive |
|---|---|---|---|
| Visibility of Signs on Highway 9 | 83.4 | 7.4 | 9.2 |
| Helpfulness of the Kiosk Attendant | 96.2 | 0.7 | 3.1 |
| Directions to Visitor Reception Centre | 91.3 | 1.6 | 7.1 |

About 140 people provided additional comments about the facilities and services. Just over 60 percent provided a positive comment, for example about how friendly and helpful the staff were. About a quarter provided a comment suggesting a change and 15 percent had a negative comment.

A large number wrote of how pleasant and helpful the staff in the kiosk were. However, in the written comments that followed it is clear that a number of visitors found highways signs lacking. "Although I indicated 'satisfied' for visibility of signs, I believe there could be more of them, especially closer to Winnipeg." Others agreed, suggesting that the number of kilometres to the Fort be posted outside of Winnipeg or that more signs should be posted between Winnipeg and Lower Fort Garry. Other suggestions included better highway signs from Selkirk, signs on the Trans-Canada, Henderson Highway, Highway 44 from Lockport and on River Road. Others indicated that the entrance to the site was confusing.

There were some who commented that they had difficulty finding the Visitor Reception Centre and once through it, difficulty finding the Fort. Others thought the distance from the VRC to the Fort as too great. (See Appendix 5 for a complete transcript of comments on the facilities and services at arrival.)

### 5.1.10 Visitor Reception Centre

The Visitor Reception Centre (VRC) houses a reception area, theatre, museum, restaurant, gift shop, and washrooms. It is located next to the parking lot south of the Fort itself. The slide show provides a narrated history of Lower Fort Garry and the area. The museum provides displays to give further background to visitors.

Almost 90 percent of respondents (88.[illegible]%) spent time at the Visitor Reception Centre. The average time spent in this structure was about 30 minutes. Figure 12 gives a breakdown of the amount of time spent there. The time ranged from just under 10 minutes to just over three hours.

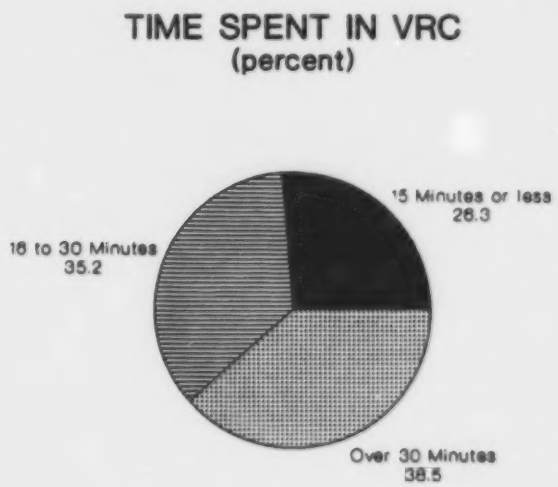



**Figure 12**

While in the Visitor Reception Centre, respondents could view the museum, watch an audio-visual presentation, browse in the gift shop, and eat in the restaurant. Table 11 presents the percentage of respondents who used these features of the Centre. The largest number of people viewed the items for sale in the gift shop and used the washroom.

TABLE 11
Features of VRC
(percent)

| | Yes | No | Was not aware |
|---|---|---|---|
| Viewed the souvenirs in the Gift Shop | 92.6 | 7.2 | 0.2 |
| Used the Washrooms | 84.1 | 15.9 | 0.0 |
| Viewed the museum exhibition | 82.8 | 13.2 | 4.0 |
| Purchased food or drink at Restaurant | 62.9 | 36.6 | 0.4 |
| Viewed the slide show | 59.9 | 36.2 | 3.9 |

About 40 percent of those respondents who did not visit the VRC indicated it was because they did not have enough time (see Figure 13).

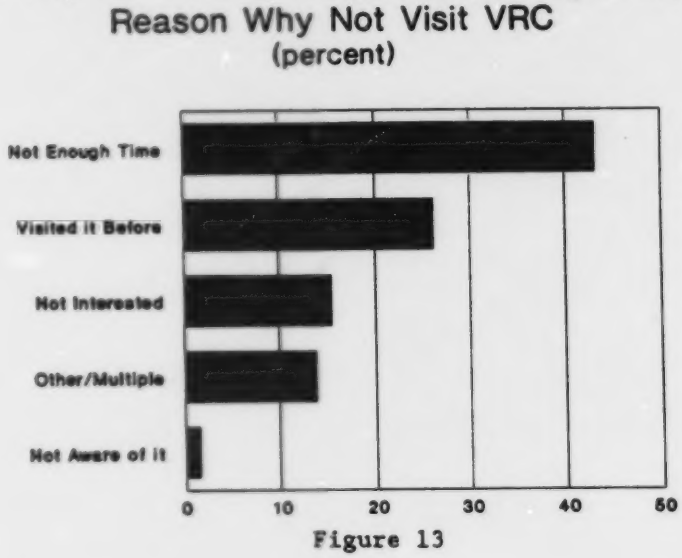



Figure 13

### 5.1.11 Satisfaction with Other Facilities

Over 90 percent of respondents were satisfied with the other facilities they were asked to rate. Only a small number of respondents could rate their satisfaction with access for the handicapped, but most who could were satisfied.

**TABLE 12**
**Overall Level of Satisfaction With Facilities and Services**
(percent)

| | Satisfied | Dissatisfied | Not Applicable |
|---|---|---|---|
| Friendliness of Staff | 99.2 | 0.8 | - |
| Maintenance of the Buildings | 98.2 | 1.8 | - |
| Availability of Washrooms around site | 96.5 | 3.3 | 0.2 |
| Quality of Information Presented | 95.0 | 5.0 | - |
| Amount of information presented | 93.5 | 6.5 | - |
| Access For the Handicapped | 18.4 | 2.8 | 78.7 |

### 5.1.12 Future Developments to the Fort

Respondents were asked to consider seven possible future developments at Lower Fort Garry and indicate which they would find attractive. The single most popular future development of those offered was the operating farm with animals and crops. This was followed by a restaurant with food of the historic period and more hands-on exhibits (see Table 13).

**TABLE 13**
**Future Development**
(percent)

| | |
|---|---|
| Operating Farm with animals and crops | 61.7 |
| Restaurant with food of the historic period | 50.2 |
| More Hands-On Exhibits | 47.6 |
| More staff costumed in period clothing | 26.4 |
| More Picnic Sites/Shelters | 10.3 |
| Less building, more emphasis on teaching | 11.7 |
| More special events | 9.5 |
| Other | 11.6 |

When asked which possible development next was the <u>most</u> important, "more hands-on exhibits" got a plurality, followed closely by an "operating farm with animals and crops" (see Figure 14).

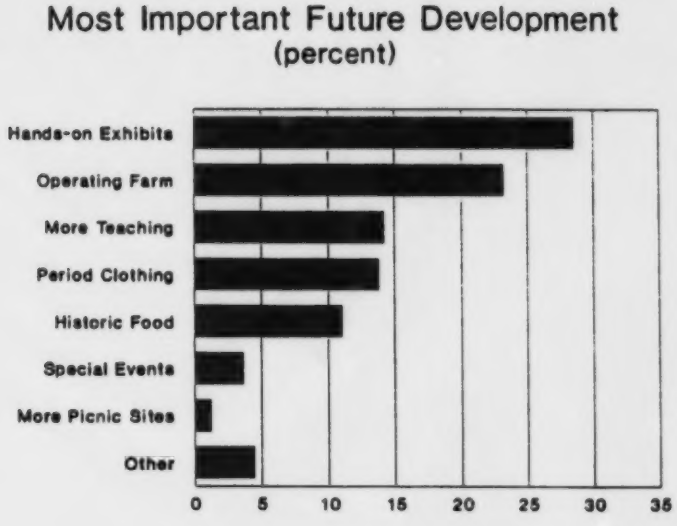



Figure 14

### 5.1.13 Official Languages

Almost all respondents preferred English (97.6%) to French (2.4%) as the language of service. More than half (54.5%) could not judge if both languages were adequately serviced, since they knew only one. Of those that did know, most (94.5%) thought both were adequately served.

### 5.1.14 Expenditures

Over 80 percent (83.2%) of respondents who arrived by car indicated that they spent something in the Selkirk/Lockport area.[7] Table 14 presents the average expenditure for each type by all respondents and by those who spent in the category. "Total Expenditure" refers to the total amount spent by respondents in all categories. Overall, the average spent in the Selkirk/Lockport Area (including the Park) was $35.79 (the median was $18).

[7] About 15 percent (92) of respondents did not provide any information in response to this question. Non-responses have been set to missing and have not been included in these calculations.

TABLE 14
Average Expenditures by Type

| | Overall | Made Expenditure |
|---|---|---|
| Food and Beverage | $15.29 | $20.96 |
| Accommodation | $ 2.78 | $50.99 |
| Recreation/Entertainment | $ 5.82 | $20.30 |
| Transportation | $ 5.73 | $17.57 |
| Other Expenditures | $ 3.07 | $18.33 |
| Total Expenditures | $35.79 | $43.03 |

A breakdown of the total amount spent is shown in Figure 15.

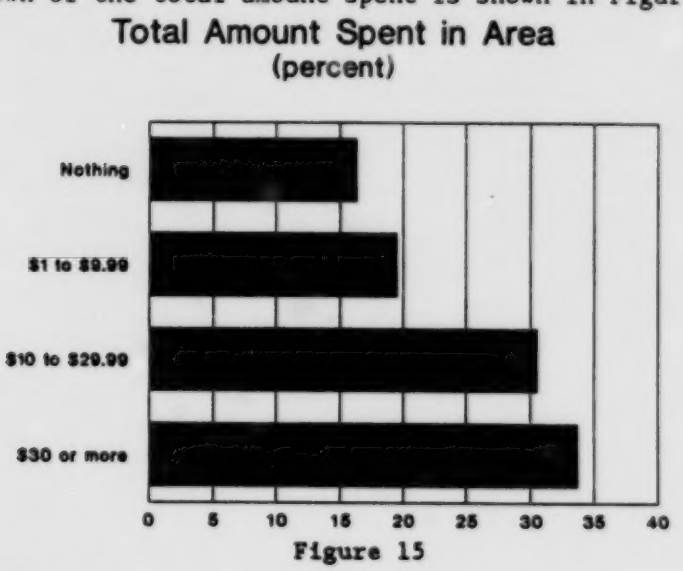



Figure 15

The most common expenditure was on food and beverages, almost 70 percent of respondents indicated that they had spent something on these items in the area. The average expenditure on food and beverage in the Selkirk/Lockport area (includes the Fort) was over $15.00 (median closer to $8.00). The amount spent ranges from $1.00 to $300.

Food and beverage expenditures represented on average about 60 percent of the total spent by respondents.

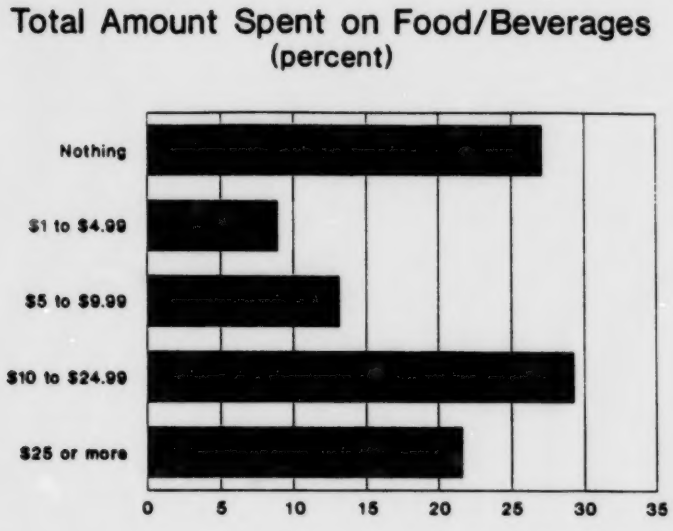



Figure 16

Of the respondents who indicated that they spent something on food or beverages, three-quarters also indicated that they had purchased food and drink in the restaurant in the VRC (see Table 15).[8]

TABLE 15
Amount Spent on Food and Beverages
by Ate in VRC Restaurant
(percent)

| Amount Spent Food/Beverages | Ate at VRC |
|---|---|
| NOTHING | 27.8 |
| $1 to $5 | 86.8 |
| $5 to $10 | 77.8 |
| $10 to $25 | 77.9 |
| $25 or more | 67.0 |

Just over five percent of visitors provided amounts expended on accommodations in the area. The amounts ranged from $7.00 to $300. Over a quarter of the respondents indicated that they spent something on recreation and entertainment in the area.

[8] A number of respondents must have misunderstood the direction to include purchases on the site, as Table 15 indicates, 27 percent of the respondents who said they spent nothing on food and beverages, also indicated they ate in the restaurant. This problem was not detected on the pre-test.

**TABLE 16**
**Amount Spent in Selkirk/Lockport Area on Recreation and Entertainment**
(percent)

| | |
|---|---|
| Nothing | 71.3 |
| $10 or less | 15.2 |
| Over $10 | 13.5 |

Thirty percent of respondents made an expenditure on transportation in the Selkirk/Lockport area. The amount ranged from $2.00 to $150.

**TABLE 17**
**Amount Spent in Selkirk/Lockport Area on Transportation**
(percent)

| | |
|---|---|
| Nothing | 67.4 |
| $15 or less | 19.6 |
| Over $15 | 13.0 |

Finally, any other expenditure was recorded. About 15 percent indicated they had spent something on "other" goods or services in the area. The amount ranged from $1 to $100.

**TABLE 18**
**Amount Spent in Selkirk/Lockport Area on Other Items**
(percent)

| | |
|---|---|
| Nothing | 83.2 |
| $10 or less | 8.1 |
| Over $10 | 8.7 |

## 5.2 Results from Boat/Bus Respondents

The pattern of response of those who were on boat and bus tours is different from those who arrived independently. The statistically significant differences among car, boat, and bus visitors are reviewed in section 6.1 below.

### 5.2.1 Profile of Boat/Bus Respondents

Respondents who arrived by boat or bus were more likely to be female. Almost three-quarter of the respondents (73.6%) from boat and bus tours were women. A third of these respondents were 65 years of age or over, as shown in Figure 17. The average age was 51.

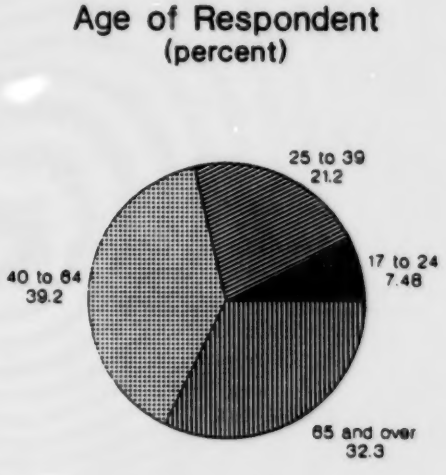


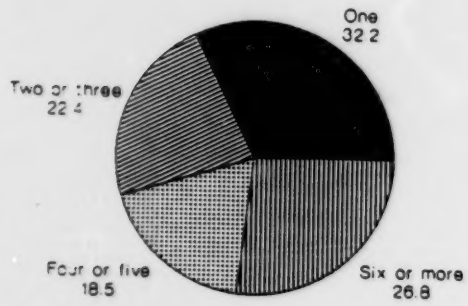

**Figure 17**

The size of the group respondents were travelling (individuals 17 and older) with ranged from 1 to 80. The average size of the tour was 40.

### 5.2.2 Historic Sites (Bus/Boat)

A breakdown of the number of visits to historic sites in the past two years is presented in Figure 18. Since respondents were to include their current visit in their count, one visit would represent the visit to Lower Fort Garry at which they were interviewed. The average number of visits was five with a median of 3; a few ranged up to 55.

## Number of Visits to Historic Sites in Last Two Years



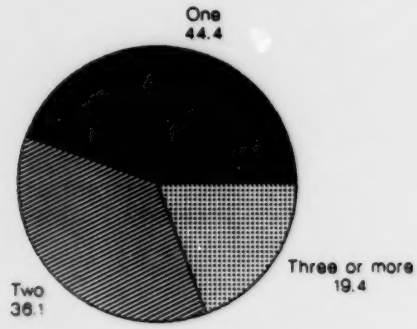

(percent)

Figure 18

### 5.2.3 Visits to Fort Garry (Bus/Boat)

Two-thirds of the respondents who arrived by boat or bus (67.3%) indicated that the visit at which they received the survey was their first to Lower Fort Garry. Overall, a little less than 20 percent (17.8%) of all bus/and boat respondents have visited the Fort at least twice in the last two years. Of those who had been to the Fort before, less than half indicated that it was their first visit in two years (see Figure 19). Respondents who had been to the Fort before had made an average of two visits in the last two years.

## Number of Visits to Lower Fort Garry in Last Two Years




(percent)

Figure 19

About a third of respondents first heard about Lower Fort Garry in tourist literature or maps. About a fifth first heard about it by word of mouth, while the same number could not remember where they had first heard of the Fort (see Figure 20).

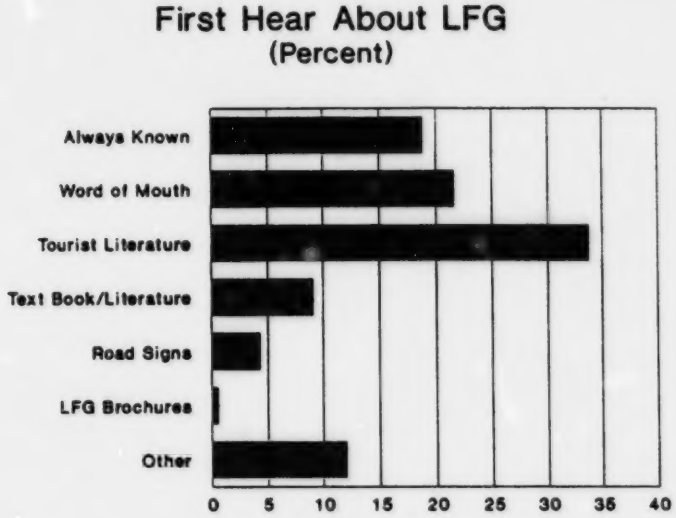



Figure 20

### 5.2.4 Reason for Visit (Bus/Boat)

Half the respondents indicated that the main reason for their visiting the Fort was because they were on a bus or boat tour. About 20 percent indicated that "sightseeing and entertainment" was their main reason. Figure 21 presents all reasons specified.

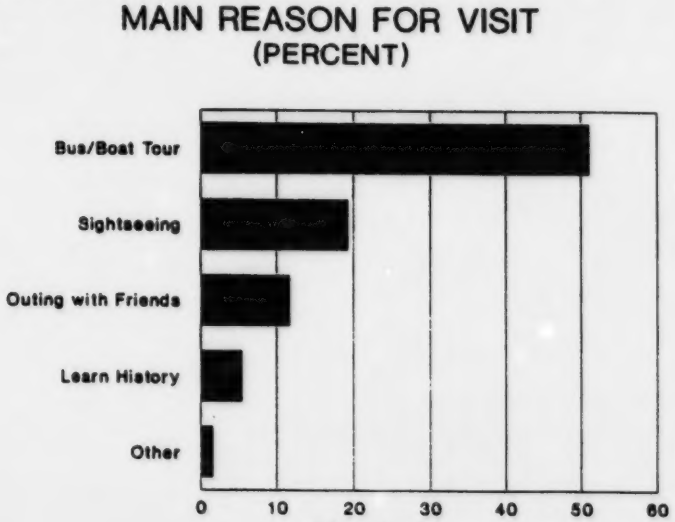



Figure 21

### 5.2.5 Destination (Bus/Boat)

The Fort was the main destination of almost 60 percent of respondents. Thirty percent indicated that while it was not their main destination, the visit to the Fort was a planned stop (Figure 22).

Fort Garry Main Destination
(Percent)

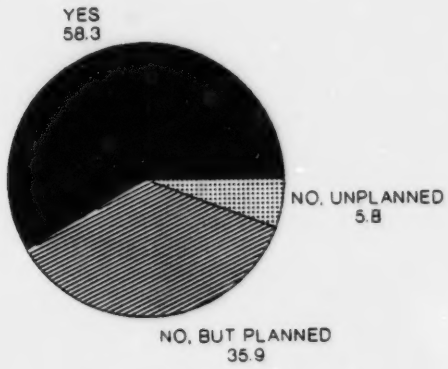



**Figure 22**

### 5.2.6 Information Sources (Bus/Boat)

About half the bus and boat passengers used tourist literature or maps to help them plan their visit to Lower Fort Garry (see Figure 23).

Source of Information For Visit
(Percent)

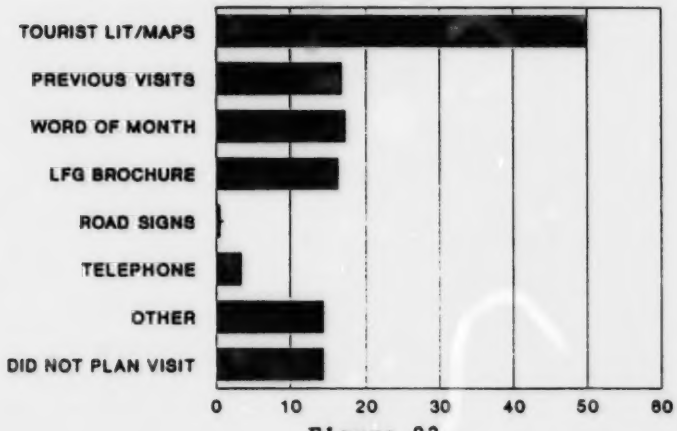



**Figure 23**

Under half of the respondents rated the tourist literature/maps as the most helpful source of information for planning their visit. Between 10 and 15 percent rated each of the following as the most helpful source: the Lower Fort Garry brochure, previous visits, and word of mouth.

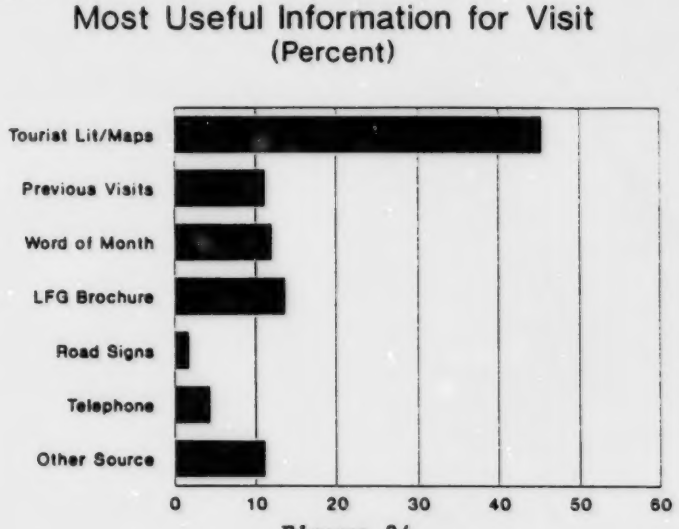



Figure 24

### 5.2.7 Time at Fort (Bus/Boat)

The majority of respondents on bus or boat tours arrived at the Fort between 11 a.m. and 1 p.m. (see Table 19). The arrival time was dictated by the tour operator.

**TABLE 19**
**Time of Arrival at the Park**
(percent)

| | |
|---|---|
| 9 a.m. to 11 a.m | 23.1 |
| 11 a.m. to 1 p.m. | 62.1 |
| 1 p.m. to 6 p.m. | 14.8 |

On average, respondents indicated that they expected to spend about 98 minutes at the Fort. Responses ranged from less than 10 minutes to four hours. Over three-quarters of respondents thought they would stay at the site for two hours or less. The average actual stay was over 2 hours. Table 20 shows the breakdown of how long respondents intended to stay and their actual length of visit.

**TABLE 20**
**Time Intended/Actual Time Spent at the Fort**

| | Intended | Actual |
|---|---|---|
| 2 hours or less | 85.4 | 53.3 |
| 2.1 to 4 Hours | 14.6 | 34.3 |
| Over 4 Hours | 0.0 | 12.4 |

Respondents who arrived by bus or boat had a fairly good idea of their length of visit since the tours are scheduled. The average time at the Fort for people who thought they would spend two hours or less was just over two hours. Those who intended to spend two to four hours, spent about three and a half hours at the Park.

### 5.2.8 Satisfaction with Services/Facilities (Bus/Boat)

Respondents were ask to rate their level of satisfaction with a number of features of the Park. These are presented in Table 21. In general, the vast majority of respondents were satisfied with all facilities and services.

**TABLE 21**
**Satisfaction With Facilities and Services**
**(FOR THOSE ARRIVING BY BUS/BOAT)**
(percent)

| | Satisfied | Dissatisfied | Did not use/ Did not receive |
|---|---|---|---|
| Greeting at Lower Fort Garry by Fort Staff | 87.8 | 3.8 | 8.5 |
| Amount of Lower Fort Garry Info provided by tour operator | 71.3 | 6.7 | 22.0 |
| Quality of Lower Fort Garry Info provided by tour operator | 69.0 | 7.0 | 24.0 |

Of those on bus/boat tours, 56 provided additional comments. Forty percent were positive, a third were negative, a quarter suggested changes.

The percentage of negative comments was twice that of people who arrived by car. Most of these comments come from individuals who arrived by boat. The landing area is very primitive at the Fort, there is no formal dock, the boats merely run up against the bank and a plank is lowered to the ground. The river bank is low at this point and therefore people are required to take a path up a hill to the main walkway. The passengers disembark and are greeted by Park staff who collect the admission for the visit, hand out brochures, and give directions. The boat dock is almost equidistant between the Visitor Reception Centre and the Fort itself.

Many respondents arriving by boat indicated that the "docking facilities [were] extremely poor, especially for elderly and disabled". A number complained that they did not have enough time at the Fort because the tour did not allow for it. Others felt confused as to where they should go and how to get back. "No one gave us directions to the Fort or to where we could get the boat back to Winnipeg." There were a number of complaints that no information was distributed by the tour operator prior to the landing. "Tour operators should hand out info early to allow familiarization prior to landing." Others were surprised that the admission price to the Park was not included in the cost of their tour ticket. Even so, the majority of the comments were positive and focused on the friendliness of staff and general satisfaction with the site.

### 5.2.9 Visitor Reception Centre (Bus/Boat)

Almost two-thirds of respondents (61.4%) spent time at the Visitor Reception Centre. The average amount of time spent there was about 30 minutes. Figure 12 gives a breakdown of the amount of time spent there. The time ranged from just under 10 minutes to just over 3 hours.

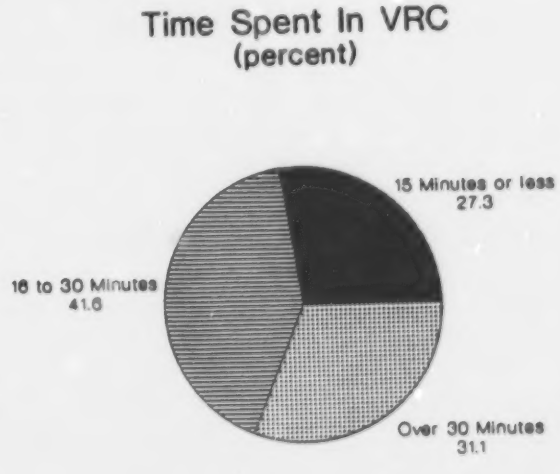



Figure 25

Table 22 presents the percentage of respondents who used these features of the Centre. The largest number of people viewed the items for sale in the gift shop and used the washroom.

TABLE 22
Features of VRC
(percent)

| | Yes | No | Was not aware |
|---|---|---|---|
| Viewed the souvenirs in the Gift Shop | 91.2 | 6.4 | 2.4 |
| Used the Washrooms | 83.9 | 15.3 | 0.8 |
| Viewed the museum exhibition | 78.0 | 15.3 | 6.8 |
| Purchased food or drink at Restaurant | 65.7 | 33.3 | 0.9 |
| Viewed the slide show | 56.4 | 33.6 | 10.0 |

About 60 percent of the respondents who did not visit the VRC, indicated it was because they did not have enough time. Almost a quarter of were not aware of it (see Figure 13).

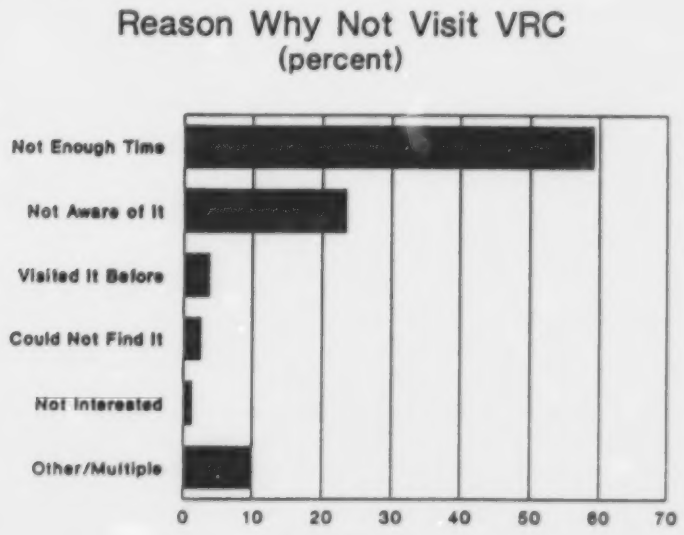



Figure 26

### 5.2.10 Satisfaction with Other Facilities (Bus/Boat)

About 10 percent of the respondents who arrived as part of a bus or boat tour were dissatisfied with the amount of information presented to them at the Fort. Although only a small number were able to rate access for the handicapped, 90 percent of those who did rate such access were satisfied.

**TABLE 23**
**Overall Level of Satisfaction With Facilities and Services**
(percent)

| | Satisfied | Dissatisfied | Not Applicable |
|---|---|---|---|
| Friendliness of Staff | 99.5 | 0.5 | - |
| Maintenance of the Buildings | 98.0 | 2.0 | - |
| Availability of Washrooms around site | 94.1 | 5.9 | 0.0 |
| Quality of Information Presented | 91.8 | 8.2 | - |
| Amount of information presented | 88.8 | 11.2 | - |
| Access For the Handicapped | 26.0 | 2.9 | 71.1 |

### 5.2.11 Future Developments to the Fort (Bus/Boat)

The most popular future development among boat and bus passengers was the operating farm with animals and crops. This was followed by a restaurant with food of the historic period and more hands-on exhibits (see Table 24).

**TABLE 24**
**Future Development**
(percent)

| | |
|---|---|
| Operating Farm with animals and crops | 53.6 |
| Restaurant with food of the historic period | 43.2 |
| More Hands-On Exhibits | 36.5 |
| More staff costumed in period clothing | 27.1 |
| More Picnic Sites/Shelters | 14.1 |
| Less building, more emphasis on teaching | 12.0 |
| More special events | 11.5 |
| Other | 11.6 |

When asked which development was the most important, "more hands-on exhibits" received the most votes, followed closely by an "operating farm with animals and crops" (see Figure 27).

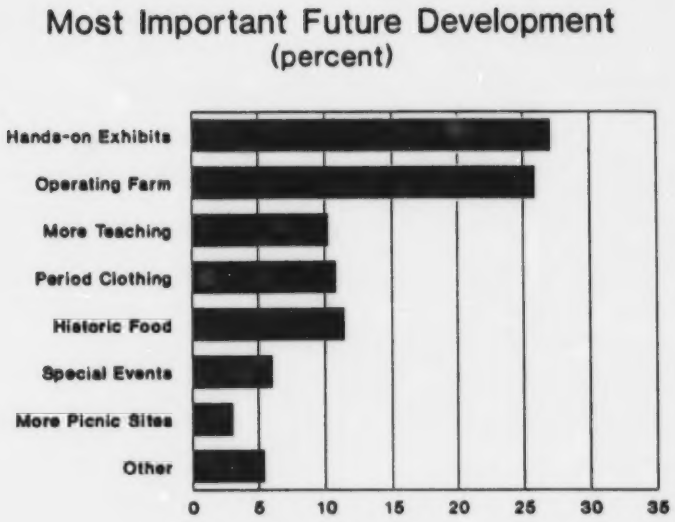



Figure 27

### 5.2.12 Official Languages (Bus/Boat)

Almost all respondents preferred English (98.6%) to French (1.4%) as the language of service.

More than half (53.0%) could not judge if both languages were adequately serviced, since they knew only one. Of those that did know, the vast majority (93.1%) thought both were adequately served.

### 5.2.13 Expenditures (Bus/Boat)

Two-thirds (65.2%) of the respondents indicated that they spent something in the Selkirk/Lockport area.[9] Overall, the average total expenditure made in the Selkirk/Lockport Area (including the Park) was $41.27 (the median was $9.60). Table 25 presents the average expenditure for each type by all respondents, and by those who spent within the category.

[9] About 40 percent (88) of respondents did not provide any information in response to this question. Non-responses have been set to missing and have not been included in these calculations.

**TABLE 25**
**Average Expenditures by Type**

| | Overall | Made Expenditure |
|---|---|---|
| Food and Beverage | $18.10 | $33.41 |
| Accommodation | $ 6.20 | $60.60 |
| Recreation/Entertainment | $ 6.16 | $43.47 |
| Transportation | $11.47 | $23.22 |
| Other Expenditures | $ 2.27 | $22.76 |
| Total Expenditures | $41.27 | $62.36 |

Figure 28 provides a breakdown of total expenditures.

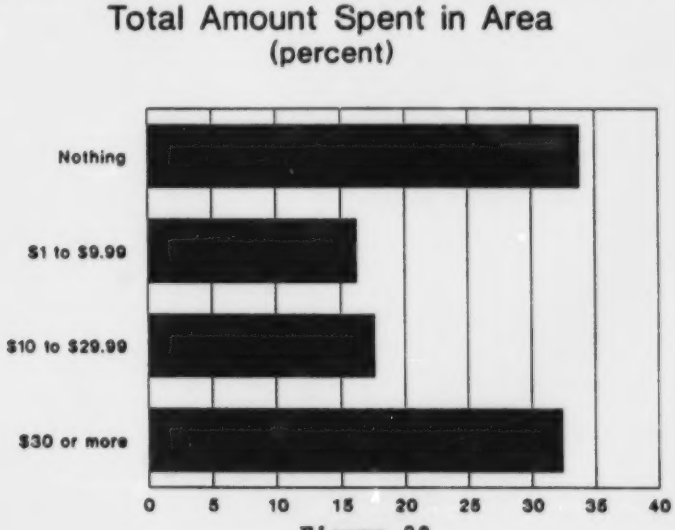



**Figure 28**

The most common expenditure was on food and beverages, almost 70 percent of respondents indicated that they had spent something on these items in the area. The average expenditure on food and beverage in the Selkirk/Lockport area (including the Fort) was over $18.00 (median closer to $3.00). The amount spent ranges from $1.00 to $400.

**TABLE 26**
**Amount Spent in Selkirk/Lockport Area on Food and Beverages**
(percent)

| | |
|---|---|
| Nothing | 45.8 |
| $1 to 5 | 7.5 |
| $5 to 10 | 10.8 |
| $10 to 25 | 18.3 |
| $25 or more | 17.5 |

All of the respondents who indicated that they spent something on food or beverage, also indicated that they had purchased food and drink in the restaurant in the VRC.

Just over five percent of visitors provided amounts expended on accommodations in the area. The amounts ranged from $30.00 to $200. Over a quarter of the respondents indicated that they spent something on recreation and entertainment in the area. The amount spent by respondents ranged from $4.00 to $120.

**TABLE 27**
**Amount Spent in Selkirk/Lockport Area on Recreation and Entertainment**
(percent)

| | |
|---|---|
| Nothing | 85.8 |
| $10 or less | 5.0 |
| Over $10 | 9.2 |

Thirty percent of respondents made an expenditure on transportation in the Selkirk/Lockport area. The amount ranged from $2.00 to $80.

**TABLE 28**
**Amount Spent in Selkirk/Lockport Area on Transportation**
(percent)

| | |
|---|---|
| Nothing | 80.8 |
| $15 or less | 7.5 |
| Over $15 | 11.5 |

Finally, any other expenditure was recorded. About 15 percent indicated they had spent something on "other" goods or services in the area. The amount ranged between $1.00 and $75.

**TABLE 29**
**Amount Spent in Selkirk/Lockport Area on Other Items**
(percent)

| | |
|---|---|
| Nothing | 90.0 |
| $10 or less | 4.2 |
| Over $10 | 5.8 |

## 5.3 Comments

### 5.3.1 Visitor Reception Centre

Almost three hundred (266) respondents provided additional comments about the Visitor Reception Centre. Most of these (70.3%) were positive and a complete record of comments is found in Appendix 6.

Respondents' comments were wide ranging. Generally, respondents were impressed by the friendliness and helpfulness of the staff. "A necessary addition to the park, very functional and well designed" was one person's reaction to the VRC. However, another thought the style of the building was out of character with the historic nature of the Park.

Some respondents thought that the prices of articles in the gift shop were high, while others wanted to see a wider selection of gifts and souvenirs. A number of respondents commented that the food in the restaurant was expensive and of poor quality.

Most of those who mentioned the slide show and the museum enjoyed them. The "slide show was great", wrote one, while another stated that it "gives visitors...a clear understanding of the area". The description of the museum ranged from "excellent" and "highly interesting" to "boring" (only a few). Some visitors indicated that they were not told about the museum ("What museum?" wrote one).

Suggested changes to the Visitor Reception Centre include:

- water fountain;
- "a baby changing station;"
- "the gift shop sold more items seen at the fort, such as furs, beadwork, barrels, tins, etc.;"
- "more maps in the slide show;"
- "should sell foods of a type served 150 years ago, rather than items we can buy from any restaurant;"

- "more casual seating;"
- a more detailed, technical slide show in addition to the current introductory one.

### 5.3.2 Suggested Improvements

About 350 respondents made additional comments, three-quarters of which were suggested improvements (see Appendix 7 for a transcription of these comments.)

#### Buildings and Grounds

A number of respondents complained that a large number of buildings within the Fort were not available for viewing. "All buildings on site developed and open for public tour", wrote one respondent, "It is disappointing to find a number of locked doors on major buildings and walled corner buildings." Comments like this were repeated a number of times.

Some who indicated disappointment that buildings were unavailable for viewing, stated that there should maps or "signs to direct visitors to points of interest. We walked to several buildings that were pad-locked."

A few people expressed disappointment the old wall was to be replaced; others expressed concern over the state of the grounds. There were suggestions that weeds be pulled or sprayed, that flowers be planted and that generally the grounds should be tidied up. One respondents suggested a "tall grass prairie" in the fields around the fort.

A few respondents thought the Park ignored the river and the Fort's historical link to it. A number of respondents wanted to see York boats being used (some suggested rides in such), others simply wanted access to the river, perhaps a wooden dock and paths along the river bank.

#### Living History

The concept of "living history" (people role-playing for purposes of providing information to visitors) produced mixed comments. Some respondents wanted to see more of the staff in costumes, but thought that the play-acting was "silly". Others "especially enjoyed the staff dressed in period costumes and acting in an 1850's manner." Some respondents wanted to have a more diverse representation from the period. A number of respondents noted that Native people were not represented and the English perspective of the Fort provoked one respondent to write: "Instead of acting like high British snobs you should call attention to the rebellion and Louis Riel."

Respondents mentioned that it was difficult to get information out of the "actors". While it was fine for a while, a number of respondents thought

the actors could be "more talkative and provide more facts and interesting points." Others, while stating that it was a "super concept", were concerned that the actors gave out false information rather than saying that they did not know an answer. A number indicated that while enjoyable, they did not get enough information from these performances. There were suggestions that the "actors" should do set information performances or that they should come out of character to do a little narrative of the buildings and the like. Another respondent suggested: "provide walking tour guides who engage costumed personnel in conversation and encourage group interaction. The staff seem to have a wealth of information but we don't always ask the right questions."

Guided Tours

A number of respondents were interested in having guided tours so that more information about the purpose and history of the Fort and its buildings could be supplied.

Information Displays

Respondents were interested in signs explaining the purpose of each building and its history. Others suggested more detailed brochures with the buildings clearly marked. Yet others suggested a scale miniature of the Fort with information provided.

Activities and Events

There were several suggestions on activities and events people would like to see at the Park. A couple of respondents suggested a "period fair" or festival, others suggested an Indian and/or farm settlement near the fort.

Others wanted more demonstrations. Blacksmiths, boat building, quilting, and more baking were some suggestions.

Boat/Bus Tours

People arriving by boat/bus often had different concerns or suggestions than those arriving independently.

Both boat and bus passengers noted that they did not have enough time to view the Fort properly. A number of boat passengers noted the poor docking facilities and one wrote that a "wheelchair visitor stayed on the boat" because of poor access.

There were some who indicated that there should be signs to indicate were the boat docked and where to assemble for buses.

Access

Beside the difficulty at the docking site, a number of respondents drew attention to difficulties handicapped and older people had at the Park. People pointed out the long distance between the Visitor Reception Centre and the Fort, stating it was a difficult walk for older visitors and that "the path to the Fort site from the visitor reception centre does not appear to be wheelchair accessible." Several respondents indicated the need for some transportation between the two sites. One noted that the horse and wagon ride between the sites was not well known.

Others suggested that the distance would be tolerable if there were more places to stop and rest: more benches between the VRC and the Fort.

Once at the Fort the fact that none of the buildings were wheelchair accessible was mentioned. "Set up for disabled people in the buildings is not present so they can view the insides."

Other respondents mentioned problems with directions, that they were unsure where to go to find the Fort, washrooms, or a place to eat.

## 6.0 DIFFERENCES AMONG TYPES OF VISITORS

In this section the differences by car, bus, and boat passengers are examined, as are the differences by age of the respondent, gender of the respondent, place of residence, party size, amount of time at the Park, and other variables. In each case only those findings with a statistically significant difference are reviewed.[10]

### 6.1 Arrival Mode

Respondents were classified as leaving by bus tour, boat tour or by car. The "car" classification actually includes anyone who arrived outside a tour, whether that be in a car or other vehicle, bicycle, or on foot.

Respondents who arrived by bus or boat tended to be older and were more likely to be women. Eighty percent of those who arrived by boat were female (81.4%), compared to 70 percent of bus passengers (68.2%) and half those who arrived by car. While 35 percent of those surveyed on bus tour were 65 or older, as were a quarter of those who arrived by boat, less than 15 percent (13.6%) of those who arrived by car and responded were in this age group.

#### 6.1.1 Visits to Fort Garry

Respondents arriving by bus were more likely to indicate that they had never visited Lower Fort Garry National Historic Park before. Over 70 percent of respondents who arrived by bus (72.5%) indicated they were on their first visit. Sixty percent of those on a boat tour (59.8%) and about half of those who arrived by car (52.4%) were visiting for the first time.

#### 6.1.2 Information Sources

When asked where they first heard about Lower Fort Garry National Historic Park, those arriving independently by car were more likely than those on bus or boat tours to indicate that they had known about the Fort since childhood (or could not remember where they had first heard of it, 35%), or they heard about it by word of mouth (30.7%). Respondents on bus or boat tours were more likely to state that they first heard about the Fort in tourist literature or maps (33.6%). Word of mouth was also important to this group (21.6%).

In planning their trip to Fort Garry, respondents arriving by cars were

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[10] For the purposes of this study a statistically significant difference is defined as a Chi-square probability of .01 or less and Phi Coefficient and Cramer's V of .150 or greater.

more likely than those in bus/boat tours to use word of mouth and previous visits. Those on bus or boat tours were more likely to use tourist literature. Only about five percent of those who arrived by car or on a boat tour indicated that they did not plan their trip compared to 20 percent of those on bus tour (see Table 30).

**TABLE 30**
**Source of Information for Planning Trip**
(percent)

| | Car | Bus Tour | Boat Tour |
|---|---|---|---|
| Previous Visits | 38.9 | 12.6 | 22.5 |
| Tourist Literature/Maps | 33.3 | 42.9 | 59.5 |
| Word of Mouth | 29.4 | 16.8 | 18.0 |
| Road Signs | 12.9 | 0.8 | 0.0 |
| Did Not Plan Trip | 4.7 | 20.1 | 6.7 |
| LFG | 11.6 | 16.8 | 15.7 |

Tourist literature and brochures were seen as the most helpful in planning the trip by over half (52.5%) of those on boat tours, this compares to less than a third (29.1%) of those in cars. Previous visits and word of mouth were the most important information sources for a greater number of those who arrived by car than those who arrived by boat or bus (Figure 29).

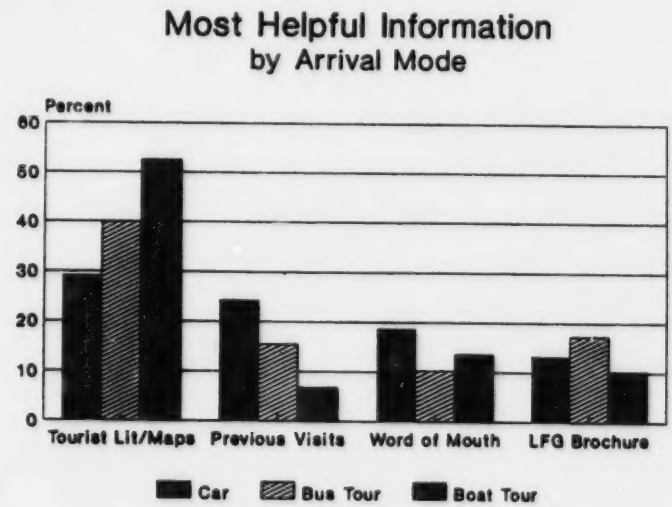


Figure 29

### 6.1.3 Arrival Time/Time at the Fort

Those arriving independently by car were more likely to arrive in the afternoon (after 1 p.m.); those on bus tours were more likely to arrive anytime before 1 p.m; and boat tours arrive almost exclusively between 11 a.m. and 1 p.m.

**TABLE 31**
**Arrival Time At the Park**
**by Arrival Mode**
(percent)

| | Car | Bus | Boat |
|---|---|---|---|
| 9 a.m. to 11 a.m | 21.1 | 36.5 | 4.4 |
| 11 a.m. to 1 p.m. | 32.1 | 44.4 | 86.7 |
| 1 p.m. to 6 p.m. | 46.7 | 19.0 | 9.0 |

The nature of the bus and boat tours would structure the amount of time that individuals spend at the Fort. Almost all those arriving by boat spent two hours or less at the Park (see Figure 30).

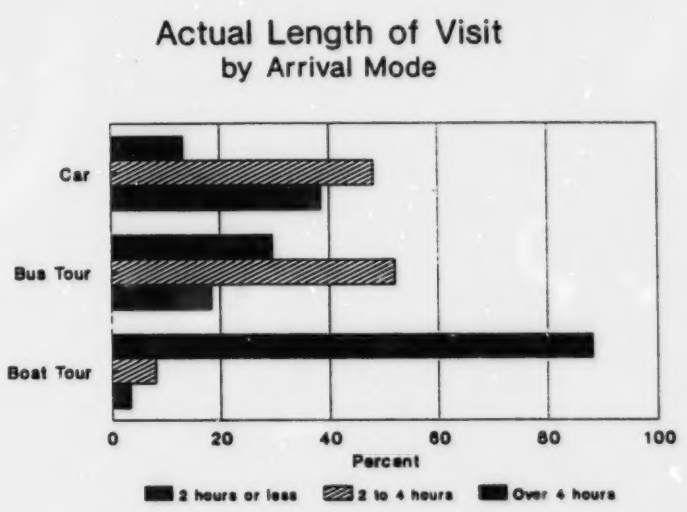


**Figure 30**

### 6.1.4 Visitor Reception Centre

Boat respondents were much less likely to spend time in the Visitor Reception Centre. While almost 90 percent (88.7%) of those arriving by car and bus (83.7%) indicated they spent some time in the VRC, less than 30 percent of boat respondents (28.9%) did the same. Those respondents who arrived by boat and visited the Centre were more likely to spend less time in the VRC than those who arrived by car or bus.

Sixty percent (59.3%) of the bus and boat respondents who did not visit the VRC indicated that the main reason was because they did not have time. For boat passengers this was mainly due to the location of the docking area for the boats. Boat passengers disembark mid-way between the Reception Centre and the Fort, for many the choice was between visiting the Fort or the VRC since the amount of time they have was limited (less than 2 hours is the norm). The amount of time for a bus tour will also dictate whether respondents had enough time. Over forty percent (43.1%) of car respondents who did not visit the VRC also gave the reason that they did not have time.

About a quarter of the boat respondents and a fifth of bus tour passengers indicated they were not aware of the VRC (compared to less than two percent of respondents in a car). Again the docking location of the tour boats played a role. Passenger disembarking can easily see the Fort, while the VRC is hidden from view.

A quarter (26.1%) of those in cars who did not visit the VRC indicated it was because they had visited it before.

### 6.1.5 Expenditures

Respondents who arrived as part of a tour by boat were less likely than those who arrived as part of a bus tour or independently by car to have spent anything in the Selkirk/Lockport area.

**TABLE 32**
**Total Expenditures By Arrival Mode**
(percent)

| | Car | Bus | Boat |
|---|---|---|---|
| Nothing | 16.8 | 25.3 | 47.2 |
| $1 to $9.99 | 15.3 | 19.3 | 11.3 |
| $10 to 29.99 | 33.8 | 16.9 | 18.9 |
| $30 or more | 34.0 | 38.5 | 22.6 |

Specifically they were much more likely to indicate that they bought food and beverages in the area. This is understandable considering most tours take the passengers directly to the Fort and they have little time there to do anything but see the facilities.

**TABLE 33**
**Total Expenditures On Food And Beverages**
**By Arrival Mode**
(percent)

| | Car | Bus | Boat |
|---|---|---|---|
| Nothing | 27.1 | 41.7 | 52.1 |
| $1 to $9.99 | 22.3 | 23.5 | 10.4 |
| $10 to 29.99 | 29.3 | 16.7 | 20.8 |
| $30 or more | 21.6 | 18.1 | 16.7 |

## 6.2 Peak/Shoulder Season Visitors

Two-thirds of the respondents arrived in the peak season (July 1 to September 4, 1989). There are few differences between respondents who visited during the peak season and those who arrived during the shoulder season (June or after Labour Day).

During the peak season a greater percentage of respondents arrive on bus and boat tours. Almost a third of respondents (31.6%) who were visiting the Park during the peak season arrived by bus or boat tour. This compares to about 16 percent of respondents during the shoulder season.

During the peak season, visitor parties that arrived by car were more likely to include people 16 years of age or younger. Almost half the respondents (48.2%) in the peak season had children in their group, compared to a third in the shoulder season.

Bus and boat tour respondents who arrived in the shoulder season were more likely to be dissatisfied with the information provided by the tour operator or to indicate that they received no information (see Table 34).

**TABLE 34**
**Satisfaction with Information From Tour Operator**
**By Peak/Shoulder Season**
(percent)

| | Satisfied | Dissatisfied | Did Not Receive |
|---|---|---|---|
| Peak Season | 73.4 | 4.4 | 22.1 |
| Shoulder Season | 52.4 | 16.7 | 30.9 |

## 6.3 Age of Respondent

Younger respondents were more likely to be from Manitoba, while older respondents were almost as likely to be from outside the province. The oldest age group (65 and over) was much more likely to arrive at the Fort on a bus or boat tour. Just under half (46%) of those respondents in the oldest age grouping indicated that they arrived via boat or bus. This compared to about a quarter of less of the other age groups.

### 6.3.1 Reason for Visit

Since older respondents were more likely to come by boat or bus, a third of the oldest respondent group (33.1%) indicate that the main reason for their visit was because they were on a bus or boat tour. The younger the respondent the more likely he/she was to indicate that the main reason for visiting Lower Fort Garry was sightseeing (Table 35).

**TABLE 35**
**Main Reason for Visit**
**by Age of Respondent**
(percent)

| | Sightseeing/ Entertainment | Outing with Friends | Learning History | Bus/Boat Tour |
|---|---|---|---|---|
| 17 to 24 | 43.5 | 30.6 | 8.1 | 8.1 |
| 25 to 39 | 41.8 | 30.8 | 12.4 | 6.7 |
| 40 to 64 | 28.8 | 26.7 | 26.7 | 14.2 |
| 65 and over | 21.8 | 15.2 | 15.2 | 33.1 |

The younger the respondent the more likely he/she was to indicate that Lower Fort Garry was the main destination (Figure 31).

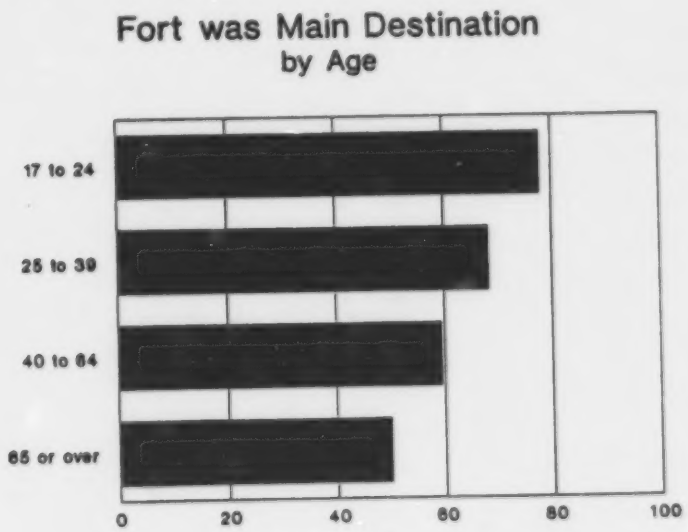


Figure 31

### 6.3.2 Information Sources

Younger respondents (under 40) were more likely to say they cannot remember where they first heard about the Fort, or that they always knew of it (36% compared to 26% or less), while older respondents were more likely to cite tourist literature or maps (24.8% or more compared to 15%).[11]

Younger respondents were more likely to use word of mouth in planning their visit (48.3% compared to 28.8% or less). Roads signs were used by more younger respondents (14% compared to 7% (40-64) and 1.5% (65+). Word of mouth was the most helpful for those 17 to 24 (35.3%) while a plurality in the other age groups chose tourist literature (30% or higher).

### 6.3.3 Composition of Visitor Party (Other than Bus/boat tours)

Of those who arrived by car, the oldest and youngest groups were more likely to be travelling alone or with one other person. The middle age groups were more likely to have three or more in their party.

Children 16 and younger were more likely to accompany respondents in the middle age groups, followed by those 17 to 24 (see Figure 32).

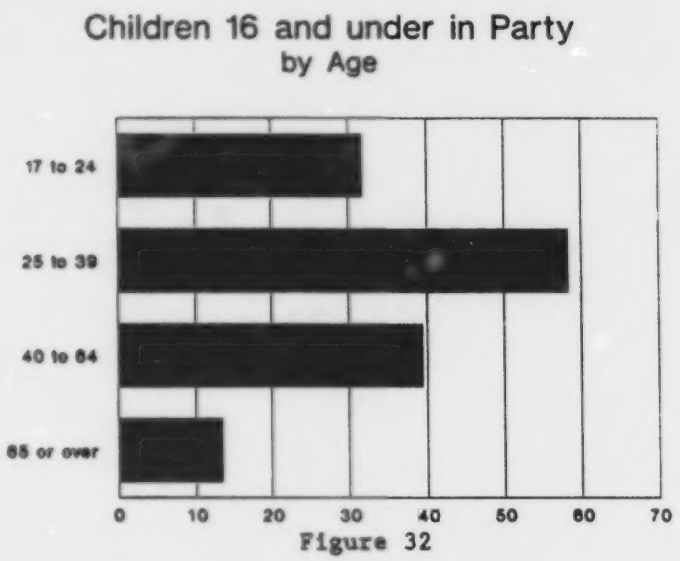

Figure 32

[11] However, this appears to be because younger respondents are more likely residents of Manitoba and older respondents are more likely from outside the province.

### 6.3.4 Satisfaction with Services/Facilities

Respondents in the oldest age group were more likely to indicate they did not receive a greeting from Parks staff (15.6% of those 65 and older compared to 9.5% in 40-64 group and 0% in other groups). Older respondents were more likely to have viewed the museum and seen the slide show (see Table 36).

**TABLE 36**
**Facilities Used in Visitor Reception Centre**
**By Age of Respondent**
(percent)

| | Museum | Slide Show* | Washrooms |
|---|---|---|---|
| 17 to 24 | 70.4 | 52.4 | 67.4 |
| 25 to 39 | 77.6 | 50.5 | 83.8 |
| 40 to 64 | 84.8 | 64.7 | 88.1 |
| 65 and over | 88.7 | 67.7 | 83.0 |

* Prob .025

Access for the handicapped was rated as satisfactory by 30 percent of those 65 years or older, while 66.4% said this was not applicable to their visit.

### 6.3.5 Future Developments to the Fort

Younger respondents were more interested in future developments that involve and perhaps entertain the visitor. Younger respondents were more likely to indicate they feel more hands-on exhibits and an operating farm with period animals and crops were important developments. A farm garners the most support from all age groups (Table 37).

**TABLE 37**
**Important Developments by Age**
(percent)

| | Hands-on | Farm | Period Clothing |
|---|---|---|---|
| 17 to 24 | 57.4 | 62.3 | 42.6 |
| 25 to 39 | 58.0 | 66.5 | 26.3 |
| 40 to 64 | 39.2 | 59.2 | 26.1 |
| 65 or over | 25.2 | 43.5 | 19.1 |

More hands-on exhibits and an operating farm receive about half the support as being the most important developments. More emphasis on teaching was

more important to older respondents than younger. Almost 20 percent of those 65 and over feel this was the most important development. Staff in period dress was most important to a quarter of those 17 to 24, a higher percentage than any other age group (Table 38).

**TABLE 38**
**Most Important Developments by Age**
(percent)

| | Hands-on | Farm | Clothing | Teaching |
|---|---|---|---|---|
| 17 to 24 | 29.3 | 22.4 | 25.9 | 8.6 |
| 25 to 39 | 32.5 | 24.2 | 13.4 | 11.3 |
| 40 to 64 | 25.4 | 24.6 | 11.6 | 13.1 |
| 65 or over | 25.3 | 19.8 | 7.7 | 22.0 |

## 6.4 Gender

### 6.4.1 Reason for Visit

A greater percentage of women than men tend to be visiting Lower Fort Garry as part of a bus or boat tour. This accounts for the fact that women were more likely to indicate their main reason for visiting the Park was because they on a boat or bus tour (18.4% to 8.9%). Men were more likely than women to indicate that they main reason for visiting the Fort was to learn history (18.6% to 12.6%) or as an outing with friends (28.6% to 24.3%).

### 6.4.2 Composition of Visitor Party (Other than Bus/Boat tours)

Among those surveyed who did not arrive by bus or boat, women tend to be in larger parties than men. Figure 33 shows the party size by gender.

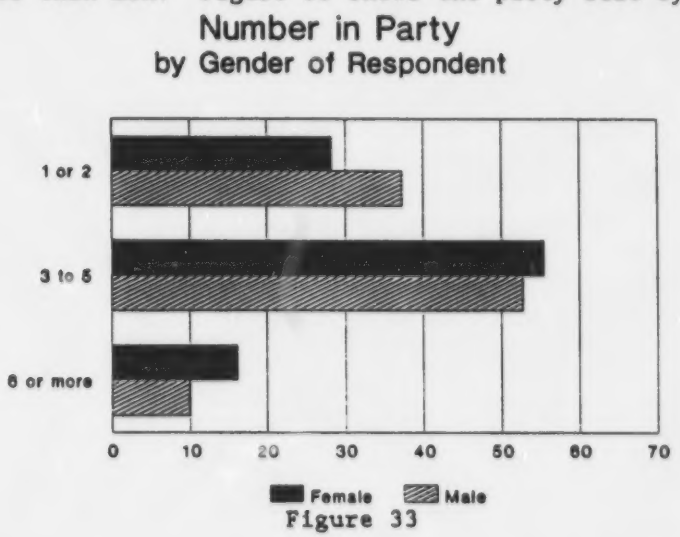


Figure 33

Female respondents who arrived independently from a tour were also more likely to have in their party someone 16 years of age or younger (49.3% of female respondents indicated this compared to 39.8% of the male). Of those with such members in their party, female respondents were more likely to have three or more children in their party (33.8% of female, 15.8% of male respondents).

## 6.5 Place of Residence

There were some differences between visitors to the Fort who live in the province and those who were tourists. However, it should be noted that this information is based primarily on those who arrived independently and not on bus or boat tours.[12]

### 6.5.1 Background

Visitors from other countries tend to have been to more historic sites in the last two years than others. While over 40 percent of visitors who live outside Canada have visited six or more historic sites in the last two years, about a quarter of the visitors from within the province had done the same. Thus tourists who visit Lower Fort Garry were more likely to visit historic sites in general.

TABLE 39
Number of Visits to Historic Sites
(percent)

| | 1 | 2 - 3 | 4 - 5 | 6 or More |
|---|---|---|---|---|
| Winnipeg | 20.7 | 30.4 | 23.3 | 25.6 |
| Other Manitobans | 30.8 | 26.4 | 16.5 | 26.4 |
| Canada (Non-Mb) | 22.1 | 29.2 | 16.8 | 31.9 |
| Other Country | 17.4 | 24.6 | 15.9 | 42.0 |

### 6.5.2 Visits to Fort Garry

It is not surprising, considering the convenience of the Fort to Winnipeg, that respondents from the city were more likely to have visited Lower Fort Garry before. Those from outside Canada were more likely than other groups to indicate that the visit was their first (see Figure 34).

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[12] As explained in Section 2, the address of bus and boat passengers was collected only in June and not after.

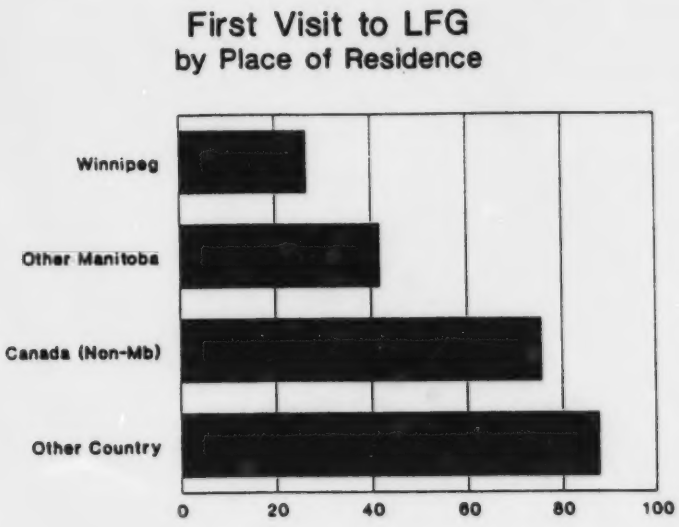



Figure 34

Winnipeggers tend to have been to the Fort more often in the last two years than other respondents. A quarter of those from Winnipeg (24.7%) have been to the Fort three or more times in the last two years. This compared to less than 10 percent (7.3% or less) among other groups.

### 6.5.3 Reason for Visit

Respondents from outside Manitoba were more likely than Manitobans to indicate their main reason for visiting Lower Fort Garry was to learn about history. Tourists to the province were also slightly more likely than Manitobans to consider sightseeing as their main reason. Manitobans were more likely than non-Manitobans to cite an outing with friends as their main reason (see Table 40).

**TABLE 40**
**Main Reason For Visiting By**
**Place of Residence**
(percent)

| | Learn History | Sightseeing | Outing W/Friends |
|---|---|---|---|
| Winnipeg | 9.1 | 31.0 | 45.6 |
| Other Manitoba | 12.2 | 29.6 | 44.9 |
| Canada (Non-Mb) | 31.6 | 39.3 | 18.8 |
| Other Country | 27.2 | 51.7 | 8.2 |

### 6.5.4 Destination

Almost three-quarters of Winnipeggers and other Manitobans indicated that the Fort was their main destination, while less than two-thirds of other Canadians and foreigners indicate this. However, the stop at the Fort was planned by most respondents.

**TABLE 41**
**Main Destination by Place of Residence**
(percent)

| | Yes | No, But Planned | No Unplanned |
|---|---|---|---|
| Winnipeg | 73.5 | 21.7 | 4.7 |
| Other Manitoba | 70.4 | 24.5 | 5.1 |
| Canada (Non-Mb) | 63.2 | 30.8 | 6.0 |
| Other Country | 44.2 | 49.0 | 6.8 |

About half the respondents from Manitoba indicate they have always known of Lower Fort Garry since childhood, or could not remember where they first heard of it. Just under half of the visitors from outside the country first heard of the Fort in tourist literature or maps (46.7%). This compares to about 10 percent or less of Canadian respondents.

Respondents from outside the province were more likely than Manitobans to have used tourist literature or maps in planning their trip (58.1%). About 20 percent of Manitoba respondents used these items in planning their visit. Manitobans were more likely to have used previous visits in planning their trips. Over half (55.3%) of Manitobans used this method compared to less than 15 percent of non-Manitobans.

Most non-Canadians rate the tourist information or maps the most helpful as do a plurality of non-Manitoban Canadians. A plurality of Manitobans rate previous visits as most helpful (see Figure 35).

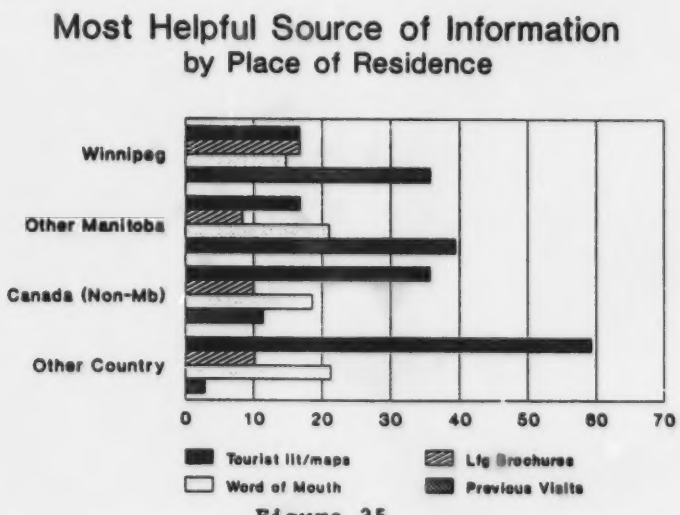



Figure 35

Over half the Winnipeggers (50.7%) and other Manitobans (54.7%) arrived at the Park in the afternoon (after 1 p.m.), while non-Canadians tend to arrive at the Park throughout the day. Other Canadian visitors were more likely to arrive earlier in the day.

### 6.5.5 Composition of Visitor Party (Other than Bus/boat tours)

Non-Manitoban visitors tend to travel in smaller groups. Over 70 percent of Winnipeggers and over 80 percent to other Manitoban visitors who arrived by car (or other independent mode of transportation) had three or more people in their party. This compares to about 60 percent of non-Manitobans.

Manitobans not from Winnipeg were slightly more likely to include children 16 and under in their party than any other group.

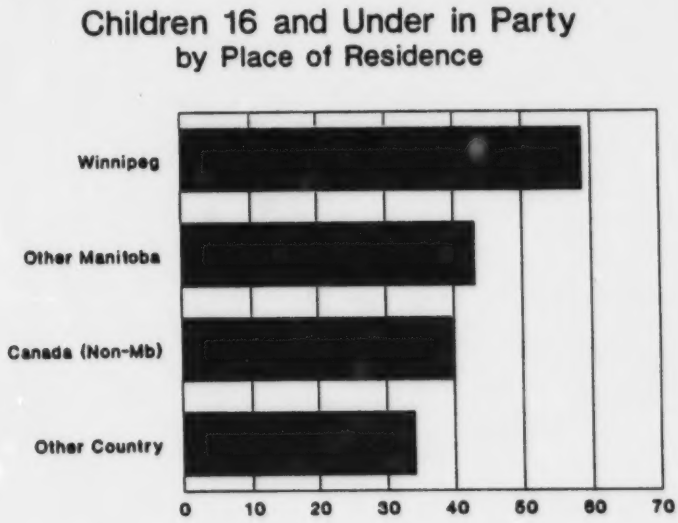



**Figure 36**

### 6.5.6 Satisfaction with Services/Facilities

Non-Manitobans were slightly more likely to be dissatisfied with the road signs. Less than five percent of Manitobans who used the road expressed dissatisfaction; almost 15 percent of non-Manitobans were dissatisfied. This was reflected in a number of comments made by out-of-province visitors. Some wanted more signs on highways with directions to the Park.

### 6.5.7 Visitor Reception Centre

Manitobans were more likely not to have visited the VRC and the Winnipeggers who did visit it were more likely to spend less time in it. This was most likely because they have been to the Fort before (Table 42).

**TABLE 42**
**Visit VRC and Time Spent There by Place of Residence**
(percent)

| | Not Visited | 15 minutes or less |
|---|---|---|
| Winnipeg | 16.7 | 36.9 |
| Other Manitoba | 13.3 | 26.2 |
| Canada (non-Mb) | 8.6 | 16.2 |
| Other Country | 8.2 | 14.6 |

For the same reason, Winnipeggers were slightly less likely to view the museum and the slide show (Table 43).

**TABLE 43**
**View Facilities in VRC by Place of Residence**
(percent)

| | Museum | Slide Show |
|---|---|---|
| Winnipeg | 75.0 | 50.8 |
| Other Manitoba | 83.1 | 61.8 |
| Canada (non-Mb) | 87.8 | 65.2 |
| Other Country | 89.8 | 70.6 |

## 6.6 Visit Historic Sites

As discussed above, those who have been to more than one historic site in the last two years tended to arrive by car. Those who indicated this was their first trip to Lower Fort Garry were more likely to have visited just one historical site in the last two years.

Those who had visited only one historic site were more likely than the other groups to indicate that the visit at which they received the survey was their first to the Park (69.6% compared to 56.3% or less among the others). A third of those who have been to six or more historic sites in the last two years, also indicate they have been to Lower Fort Garry three or more times in the same time period.

The more historic sites visited in the last two years, the more likely the respondent was to give "learning history" as the main reason for visiting Fort Garry. Of those who had visited only one historic site, about eight percent give this as a reason: among those who have visited six or more such sites, a quarter give this as a reason (24.3%). Those with only one visit in the last two years were more likely to give sightseeing as their main reason (see Table 44).

**TABLE 44**
**Reason For Visit**
**By Number of Visits to Historic Sites**
(percent)

| | Learning | Sightseeing | Bus/Boat Tour |
|---|---|---|---|
| 1 visit | 7.6 | 39.5 | 21.1 |
| 2 or 3 | 13.2 | 32.5 | 12.3 |
| 4 or 5 | 15.5 | 33.1 | 13.5 |
| 6 or more | 24.3 | 30.0 | 11.7 |

Those with the most visits to historic sites (six or more) in the last two years were more likely to indicate they used tourist literature or maps to help plan their visit (45.8% compared to 35.7% or less).

### 6.7 First Visit to Lower Fort Garry

Half the respondents who have been to the Fort previously indicated that they could not remember when they first heard of Lower Fort Garry (51.3%). This compares to less than 15 percent (14.2%) of those who had not been to the Fort before. About a third of those who have never been to the Fort first heard about it through tourist literature (29.7%) and by word of mouth (33.3%).

In planning their trip, half those who had not been to the Fort before (50.2%) used tourist literature or maps. This compares to less than a quarter (22.1%) of those who had visited previously. A third of those who had been to the Fort before used word of mouth (compared to 16.3% of those who had not).

The most important source of information for first time visitors was tourist literature or maps (43.5% compared to 20.0%), while those who had been to the Fort before used previous experience (45.2%).

While neither group was more likely to have visited the VRC, those who had been to the Fort before were more likely to indicate they had seen it on a previous visit (25.7%). First time visitors were more likely to say they were not aware of it (18.9% compared to 8.6%).

First time visitors were slightly more likely to think a restaurant with food of the historic period was the most important development for Lower Fort Garry (14% to 7.6%). People who have been to the Fort previously were more likely to specify some other development (15.6% to 6.5%).

## 6.8 Number of Visits to Fort Garry

Those with multiple (three or more) visits to the Fort were more likely to be female, tended to spend more, and were more likely to be from Winnipeg.

### 6.8.1 Number of Children in Party

While there is no difference in whether or not respondents were accompanied by individuals 16 or younger, there is a difference in the number of children. Half the respondents who had been to the Fort three or more times in the last two years had three or more children in their party (52.3% compared to 25.7% or less for other visitors).

### 6.8.2 Visitor Reception Centre

As would be expected, individuals who have been to the Fort three or more times in the last two years were more likely to indicate that they did not visit the VRC on this last trip. Almost 60 percent of those who had been to the Fort over two times in the last two years did not visit the Visitor Reception Centre. This compares to a quarter or less of the other groups.

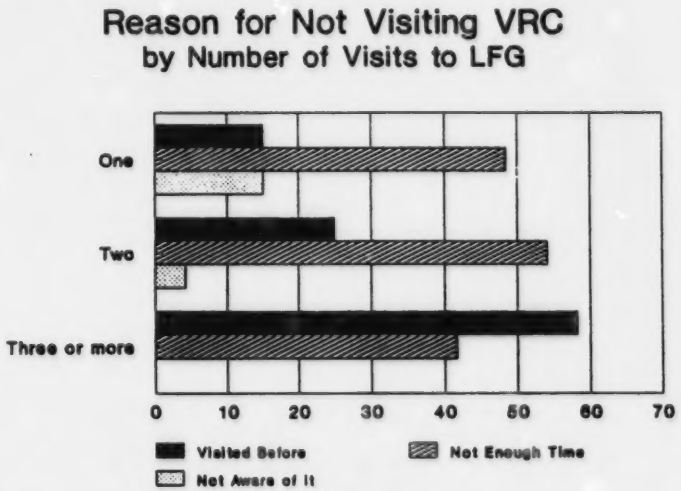



Figure 37

### 6.8.3 Most Important Development

Those who indicated it was their first visit to LFG in two years were more likely to see "hands-on exhibits" as the most important future development in the Park. An operating farm garnered support equally from all types of visitors.

**TABLE 45**
**Most Important Future Development**
**By Number of Visits to Fort**
(percent)

| | One | Two | Three or more |
|---|---|---|---|
| Operating Farm with animals and crops | 22.6 | 17.9 | 23.5 |
| Restaurant with food of the historic period | 9.0 | 7.7 | 3.9 |
| More Hands-On Exhibits | 31.6 | 17.9 | 17.6 |
| More staff costumed in period clothing | 11.0 | 21.8 | 11.8 |
| Less building, more emphasis on teaching | 13.6 | 15.4 | 19.6 |
| Other | 12.3 | 19.2 | 23.5 |

### 6.8.4 Expenditures

Respondents who have been to the Fort three or more times in the last two years were more likely to spend money while in the Selkirk/Lockport area and were more likely to spend a greater amount. This may be simply because respondents who have been to the Fort more than once in the last two years knew what was available at the Fort and in the surrounding towns of Selkirk and Lockport.

**TABLE 46**
**Total Expenditures**
**By Number of Visits to Fort**
(percent)

| | One | Two | Three or more |
|---|---|---|---|
| Nothing | 19.1 | 18.7 | 10.2 |
| $1 - 9.99 | 16.6 | 16.2 | 10.2 |
| $10 - 29.99 | 39.5 | 32.5 | 28.6 |
| $30 or more | 24.8 | 32.5 | 51.0 |

## 6.9 Amount of Time Spent At Park

### 6.9.1 Visitor Reception Centre

The longer the respondent was at the Fort, the more likely he/she was to spend time at the Visitor Reception Centre. The more time a visitor spent at the Park, the longer he/she spent in the VRC.

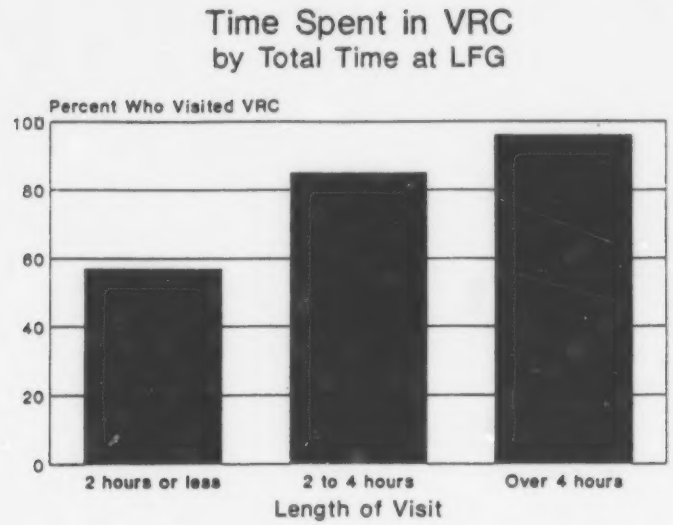



Figure 38

Those who spent over four hours on the site were more likely to spend over 30 minutes at the VRC.

TABLE 47
Time Spent at the VRC by
Length of Time at Park
(percent)

| At VRC | 2 hours or less | Between 2 and 4 hrs | Over 4 hours |
|---|---|---|---|
| 15 min. or less | 47.6 | 31.1 | 12.0 |
| 16 to 30 minutes | 38.8 | 42.3 | 28.6 |
| 31 to 60 minutes | 11.6 | 24.3 | 45.2 |
| Over 60 minutes | 1.9 | 2.3 | 14.1 |

The longer the visitor spent on the site the more likely he/she was to visit the museum, view the slide show, eat or drink in the restaurant, or use the washrooms (Table 48).

TABLE 48
Facilities Used While In the VRC
By Length of Time at the Park
(percent)

| | 2 hours or less | Between 2 and 4 hrs | Over 4 hours |
|---|---|---|---|
| Museum | 71.6 | 80.7 | 87.8 |
| Slide show | 29.6 | 54.7 | 75.1 |
| Restaurant | 54.5 | 53.7 | 78.4 |
| Washrooms | 69.5 | 81.2 | 93.1 |

## 7.0 CONCLUSION

To conclude, we revisit the goals established for the 1989 visitor survey. The first goal dealt with developing a profile of group (here meaning tour groups) visitor.

Develop a profile of LFG visitor activity groups, their needs and expectations, and their trip characteristics.

Those who arrived in groups by bus and boat were different from those who arrived by car or other independent means. They tended to be older, they spent less time at the Fort, were less likely to make expenditures in the ares, and were less likely to use the facilities and services of the Visitor Reception Centre. The average amount of time spent at the Park was just over two hours.

The average size of the group was 40. The average age was 51 (as compared to among other visitors.)

The remaining goals are reviewed in light of the findings for individuals arriving independently by car or other vehicle.

Provide visitor information needed for LFG's attendance counting, such as the number of persons per party and their average length of stay.

The "average" party arriving independently by car or other means was made up of four people, one of which was 16 years of age or under. Of those with children (43%) the average number in the party 16 and under was two. While the average length of time respondents intended to stay at the Park was two hours, the average actual length of visit was three hours and 45 minutes.

The average Fort visitor had visited six historical sites in the last two years. Half had been to the Fort before, 25 percent of the total had been to the Fort two or more times in the last two years.

Asse[illegible]se of Visitor Reception Centre (VRC) and visitors' satisfaction with its services and facilities.

Overall, respondents were satisfied with the facilities and services offered by the Park. The most frequently recorded complaint was about the road signs. A number of respondents, most from out of province, indicated that more road signs with more detail would be appreciated.

Almost all respondents indicate that they spent some time in the Visitor Reception Centre and the average visit to the Centre was 30 minutes. In that time most viewed the museum and gift shops, and used such facilities as the washroom. The least used service was the slide show, still about

half of all respondents viewed it.

Almost all respondents were satisfied with the friendliness of staff, the quality and quantity of information provided, the general maintenance of the building and availability of washrooms on the site.

Determine: i) the amount of time visitors have for their LFG visit and ii) their level of interest in several development alternatives.

The average visitors planned to spend about two hours at the Park. This amount of time proved inadequate for the average visit lasted almost twice as long (3 and 3/4 hours). The amount that there was to see and do at Lower Fort Garry appears to have taken many visitors by surprise.

The length of visit does not reduce respondents' interest in several future development alternatives for the site. While younger respondents chose slightly differently than older ones, some basics opinions are shared: an operating farm with live animals and crops and more hands-on exhibits were chosen by the largest number of respondents as future developments they would be interested in.

Measure the level and type of visitor expenditures in the Selkirk area (including Lockport).

It is difficult to say the impact the Fort has on expenditure in the area. For the almost two-thirds of those who came by car, the Fort was the reason for being in the area. As such, it must be considered as having an important economic impact on the area. According to information gathered in this survey the average carload of four people spends approximately $35 in the Lockport/Selkirk area.

# APPENDIX 1
# QUESTIONNAIRE

Environment Canada | Environnement Canada
Canadian Parks Service | Service canadien des parcs

**Questionnaire Number:** _____ **Travel Mode:** _____
**Date:** _____ **Party Size:** _____ **Handout Time:** _____

# Lower Fort Garry National Historic Site
# 1989 Visitor Survey

Thank you for your time. The Canadian Parks Service of Environment Canada sponsors surveys like this to find out what you think of its parks and sites. Your information will help us to plan Lower Fort Garry's facilities and services into the 21st century. Only a limited number of people are asked to participate, so your help is important.

Please remember that completion of the questionnaire is voluntary. If you choose to respond, your answers will be protected by Canada's Access to Information and Privacy Acts. If you have any questions about this study, or if you would like to receive a summary of its findings, please see the back page for details.

Thank you, and have a safe journey home.
Yours truly,

Louis Guyot

Louis Guyot,
Superintendent, Manitoba South National Historic Sites

**To complete these questions please put an "X" in the space beside your answer or write in the box that is provided. You may hand your completed questionnaire back to the attendant, or mail it to us in the attached postage-paid envelope.**

## First, we would like to know about your visit to Lower Fort Garry today.

**Q1** Was this your first visit to Lower Fort Garry?
1 ( ) Yes. . . **GO TO Q2**
2 ( ) No . . . **GO TO Q1b**

**Q1b** If no, approximately how many times have you visited Lower Fort Garry in the past two years (including today's visit)?

|_____| visits

**Q2** What was your main reason for visiting Lower Fort Garry today?
(please "X" only one)
1 ( ) To learn about history
2 ( ) For sightseeing and entertainment
3 ( ) An outing with friends or relatives
4 ( ) It is part of a bus or boat tour
5 ( ) Other (please specify) _____

**Q3** Was Lower Fort Garry the main destination of your trip today?
(please "X" only one)
1 ( ) Yes
2 ( ) No, but it was a planned stop
3 ( ) No, it was an unplanned stop. . . **GO TO Q6**

**Q4** Where did you first hear of Lower Fort Garry?
(please "X" only one)
1 ( ) Tourist literature or maps
2 ( ) Lower Fort Garry brochures
3 ( ) Word of mouth
4 ( ) Road signs
5 ( ) Text books or history literature
6 ( ) I've known since childhood/ I can't remember
7 ( ) Other (please specify) _____

**Q5** Where did you get information which helped you plan your visit to Lower Fort Garry?
(please "X" as many as apply)
1 ( ) Tourist literature or maps
2 ( ) Lower Fort Garry brochures
3 ( ) Word of mouth
4 ( ) Road signs
5 ( ) Telephone
6 ( ) Previous visit(s) to Lower Fort Garry
7 ( ) Other (please specify) _____
8 ( ) I did not plan this visit . . . **GO TO Q6**

**Q5b** Which of these was most helpful?

|_____| (please write one number from the list above)

DOE/CPS-015/03409

## Now we would like to ask you about your arrival at Lower Fort Garry today.

**Q6** At approximately what time did you arrive at Lower Fort Garry today?

|__ __ : __ __|

## Visitors arriving by Bus & Boat Tour please go to Q9

**Q7** Including yourself, how many people are in the party you are travelling with today?

|_____| people

**Q7B** Are any of the people in your party aged 16 years or younger?
1 ( ) Yes. . . **GO TO Q7C**
2 ( ) No . . . **GO TO Q8**

**Q7C** How many people in your party are aged 16 years or younger?

|_____| people

**Q8** Please indicate your level of satisfaction with the facilities and services designed for your arrival at Lower Fort Garry.
(please answer each item)

| | Satisfied | Dissatisfied | Did not use |
|---|---|---|---|
| Visibility of signs on Highway 9 . . . . | 1 | 2 | 8 |
| Helpfulness of the kiosk attendant . . . | 1 | 2 | 8 |
| Directions to the Visitor Reception Centre from the parking lot . . . . | 1 | 2 | 8 |

Comments:_____

_____

_____

## Visitors who arrived by car or bicycle please go to Q10

**Q9** If you arrived by bus or boat, please indicate your level of satisfaction with the facilities and service designed for your arrival to Lower Fort Garry.
(please answer each item)

| | Satisfied | Dissatisfied | Did not receive this servi |
|---|---|---|---|
| Amount of Lower Fort Garry information provided by the tour operator. . . . . | 1 | 2 | 8 |
| Quality of Lower Fort Garry information provided by the tour operator. . . . . | 1 | 2 | 8 |
| Greeting at Lower Fort Garry by Fort staff . . . . . | 1 | 2 | 8 |

Comments:_____

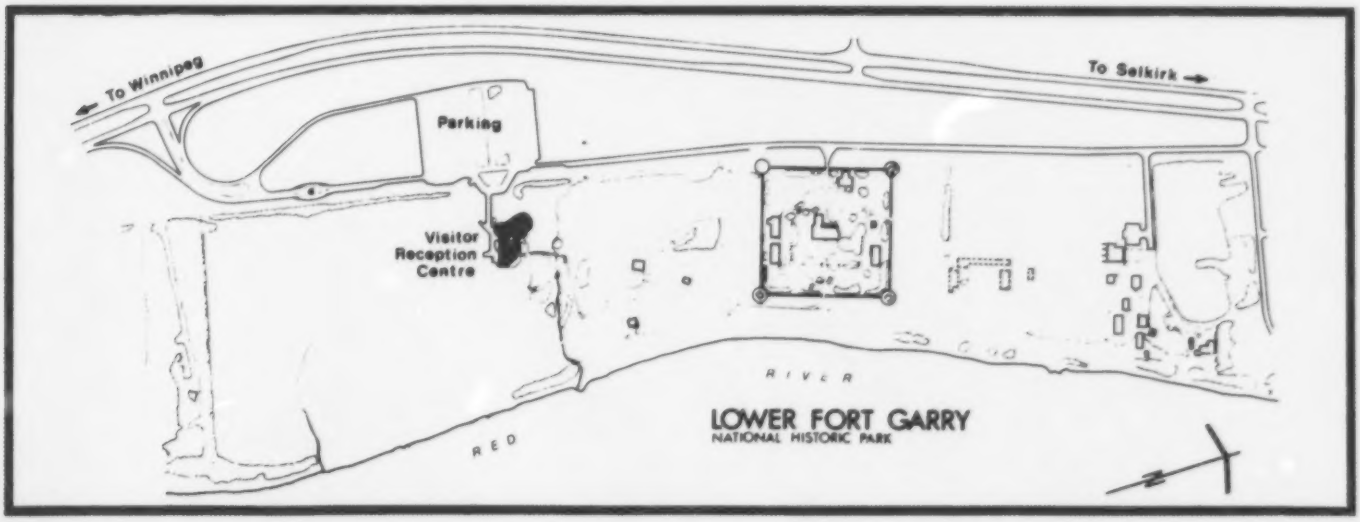
_____

_____

**Q10** Did you spend any time at the Visitor Reception Centre? (see site map below)
1 ( ) Yes. . . **GO TO Q10B**
2 ( ) No . . . **GO TO Q12**

**Q10B** If yes, approximately how much time did you spend at the Visitor Reception Centre?
(answer in minutes or hours)

|_____| minutes, or |_____| hours



**Q11** Please indicate the activities and facilities you used while in the Visitor Reception Centre.
(please answer each item)

| | Yes | No | I was not aware of this |
|---|---|---|---|
| Viewed the museum exhibit . . . . . | 1 | 2 | 8 |
| Viewed the slide show . | 1 | 2 | 8 |
| Viewed souvenirs in the Gift Shop . . . . . | 1 | 2 | 8 |
| Purchased food or drink at the Snack Bar or Restaurant . . . . . | 1 | 2 | 8 |
| Used the washroom . . . | 1 | 2 | 8 |

Do you have any comments on the Visitor Reception Centre?

_____

_____

_____

## If you visited the Visitor Reception Centre, please go to Q13

**Q12** If you did not visit the Visitor Reception Centre, could you tell us why not?
(please "X" only one)

1 ( ) I did not have enough time
2 ( ) I was not aware of the Visitor Reception Centre
3 ( ) I have visited the Visitor Reception Centre before
4 ( ) I am not interested in the Visitor Reception Centre
5 ( ) I could not find the Visitor Reception Centre
6 ( ) Other (please specify) _____

## Now could you please tell us a little about the rest of your visit?

**Q13** Please indicate your overall level of satisfaction with the facilities and services at Lower Fort Garry National Historic Site?
(please answer each item)

| | Satisfied | Dissatisfied | Not applicable to my visit |
|---|---|---|---|
| Access for the handicapped . . . . . | 1 | 2 | 8 |
| Availability of washrooms around the site . . . . . | 1 | 2 | |
| Friendliness of staff . . . . . | 1 | 2 | |
| Maintenance of the buildings . . . . . | 1 | 2 | |
| AMOUNT of information presented . . . . . | 1 | 2 | |
| QUALITY of the information presented . . . . . | 1 | 2 | |

**Q13B** Do you have any suggestions on how we might improve Lower Fort Garry National Historic Site?

_____

_____

_____

_____

_____

**Q14** In the future, what type of development do you feel is important for Lower Fort Garry?
(please "X" as many as you like)

1 ( ) More hands-on exhibits
2 ( ) More picnic sites/ a picnic shelter
3 ( ) Restaurant with food of the historic period
4 ( ) Operating farm with period animals and crops
5 ( ) More of the staff costumed in period clothing
6 ( ) Less building, more emphasis on teaching history
7 ( ) More special events (specify) _____
8 ( ) Other (please specify) _____

**Q14B** Which do you feel is most important to Lower Fort Garry?

|_____| (please write one number from the list above)

**Q15** When you arrived at Lower Fort Garry today, how much time did you intend to spend here?
(answer in minutes or hours)

|_____| minutes OR |_____| hours

## Now we would like to know some information about you.

**Q16** In which official language do you prefer to be addressed?

1 ( ) English
2 ( ) French

**Q16B** Are you satisfied that both official languages are adequately served by Lower Fort Garry?

1 ( ) Yes, both are adequately served. . . **GO TO Q17**
2 ( ) No. . . **GO TO Q16C**
3 ( ) I know one only/ I cannot judge. . . **GO TO Q17**

**Q16C** If you are dissatisfied with the level of service offered in one of Canada's official languages, could you please tell us what that service is?

_____

_____

_____

**Q17** Including today's visit, approximately how many visits have you made to historic sites in the past two years? (in Canada or otherwise)

|_____| visits

**Q18** Which sex are you?

1 ( ) Female
2 ( ) Male

**Q19** What was the year of your birth?

19 _____

---

**Residents of Selkirk and Lockport are now finished the survey. Please go to the end of this page for further instructions.**

---

**In order to estimate the economic effect of Lower Fort Garry on the local community, we would like to know of any expenditures that you and your travelling group make while in the Town of Selkirk or the Village of Lockport (including Lower Fort Garry). We are interested only in purchases made within the specified area, either by cash or credit card.**

**Q20** Please write the amount your travelling group spent (or plans to spend) in Selkirk and/or Lockport (including Lower Fort Garry) as a part of this trip from your place of residence. **If you or your group did not spend any money in a category, please indicate so by writing "0".**

| | |
|---|---|
| Food & beverage (including restaurant) | $ _____ |
| Accommodation | $ _____ |
| Recreation and entertainment | $ _____ |
| Transportation (gas, oil, car repairs) | $ _____ |
| Other (please specify) _____ | $ _____ |

**OR**

If you are unable to match your expenditures to these categories, please estimate the total of you and your travelling group's expenditures in Selkirk and/or Lockport as a part of this trip from your place of residence.

$ _____ (approximate total)

**Thank you for your participation in the 1989 Lower Fort Garry Visitor Survey. Your input will help us to plan the Fort's future with your wants and needs in mind.**

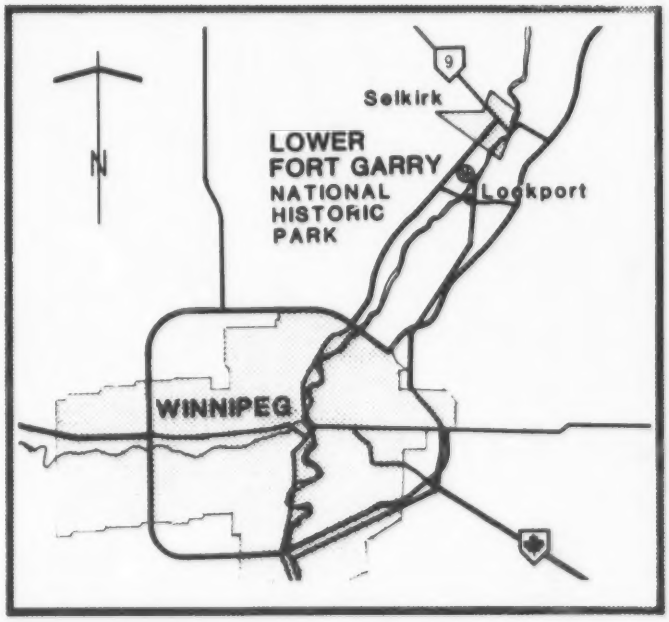
**If you have any questions about this survey, or if you would like to receive a summary of the results, please feel free to contact:**

The Superintendent
Manitoba South National Historic Sites
% Lower Fort Garry National Historic Site
RR 3
Selkirk, Manitoba R1A 2A8
**or**
The Public Participation Co-ordinator
Canadian Parks Service, Prairie and Northern Region
457 Main Street
Winnipeg, Manitoba R3C 3E8

If you wish to refer to this survey's registration numbers, please quote DOE/CPS-015/03409 and DOE/P-Pu-060. Study summaries will be ready for mailing early in 1990.

**You may hand this questionnaire back to the attendant, or mail it back in the attatched envelope. If the envelope has been lost, please mail this questionnaire to:**

The Lower Fort Garry Visitor Survey
% The Public Participation Co-ordinator
Canadian Parks Service
457 Main Street
WINNIPEG, MB
R3B 3E8




**Please have a safe trip home.**

Canada

# APPENDIX 2
# DAY BY DAY DISTRIBUTION

Table A1 present a day by day distribution of questionnaires broken down by the type of distribution. "Cars" includes anyone exiting independent from the parking lot, "bus" refers to bus tour passengers, and "boat" to boat passengers.

**TABLE A1**
**Distribution of Surveys**

| Stint # | | Date | Number of Surveys Distributed | | | |
|---|---|---|---|---|---|---|
| | | | Cars | Bus | Boat | |
| 1 | | June 9 | 28 | 5 | 0 | |
| 2 | * | June 10 | 33 | 6 | 8 | |
| 3 | * | June 11 | 32 | 10 | 0 | |
| 4 | | June 15 | 28 | 1 | 0 | |
| 5 | * | June 17 | 34 | 10 | 0 | |
| 6 | | June 19 | 30 | 0 | 2 | |
| 7 | | June 21 | 30 | 0 | 1 | |
| 8 | * | June 25 | 40 | 4 | 0 | |
| | | | 255 | 36 | 11 | |
| 9 | * | July 2 | 41 | 8 | 8 | |
| 10 | * | July 3 | 41 | 1 | 2 | |
| 11 | * | July 15 | 36 | 21 | 11 | |
| 12 | | July 17 | 31 | 13 | 8 | |
| 13 | | July 19 | 39 | 17 | 14 | |
| 14 | | July 28 | 40 | 4 | 7 | |
| 15 | * | July 29 | 38 | 16 | 6 | |
| 16 | * | July 30 | 40 | 12 | 6 | |
| 17 | | July 31 | 38 | 12 | 4 | |
| | | | 344 | 104 | 66 | |
| 18 | | August 1 | 38 | 20 | 14 | |
| 19 | | August 3 | 24 | 0 | 8 | |
| 20 | * | August 12 | 36 | 19 | 13 | |
| 21 | | August 14 | 23 | 17 | 10 | |
| 22 | | August 18 | 38 | 0 | 15 | |
| 23 | * | August 20 | 35 | 0 | 7 | |
| 24 | | August 30 | 31 | 10 | 14 | |
| | | | 225 | 66 | 81 | |
| 25 | * | September 2 | 35 | 12 | 13 | |
| 26 | * | September 4 | 40 | 18 | 0 | |
| 27 | * | September 16 | 35 | 16 | 0 | |
| 28 | * | September 17 | 35 | 0 | 0 | |
| 29 | * | September 23 | 29 | 13 | 0 | |
| 30 | * | September 24 | 31 | 0 | 0 | |
| | | | 205 | 59 | 13 | |
| TOTAL OF 30 STINTS: | | | 1029 | 265 | 171 | = 1465 |

* Saturday, Sunday, Holiday

# APPENDIX 3
# ONE-WAY TABLES
# MOTOR VEHICLE, BICYCLE, FOOT

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=MOTOR VEHICLE ----------

TRAVEL MODE

| TRMODE | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| MOTOR VEHICLE | 621 | 100.0 | 621 | 100.0 |

PARTY SIZE

| NPARTY | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| 1 | 23 | 3.7 | 23 | 3.7 |
| 2 | 192 | 30.9 | 215 | 34.6 |
| 3 | 99 | 15.9 | 314 | 50.6 |
| 4 | 168 | 27.1 | 482 | 77.6 |
| 5 | 83 | 13.4 | 565 | 91.0 |
| 6 | 32 | 5.2 | 597 | 96.1 |
| 7 | 6 | 1.0 | 603 | 97.1 |
| 8 | 5 | 0.8 | 608 | 97.9 |
| 9 | 2 | 0.3 | 610 | 98.2 |
| 10 | 3 | 0.5 | 613 | 98.7 |
| 11 | 1 | 0.2 | 614 | 98.9 |
| 12 | 1 | 0.2 | 615 | 99.0 |
| 14 | 1 | 0.2 | 616 | 99.2 |
| 20 | 1 | 0.2 | 617 | 99.4 |
| 22 | 2 | 0.3 | 619 | 99.7 |
| 39 | 2 | 0.3 | 621 | 100.0 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

SURVEY HANDOUT DATE

| DATE | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| 10889 | 23 | 3.7 | 23 | 3.7 |
| 20789 | 24 | 3.9 | 47 | 7.6 |
| 20989 | 22 | 3.5 | 69 | 11.1 |
| 30789 | 28 | 4.5 | 97 | 15.6 |
| 30889 | 14 | 2.3 | 111 | 17.9 |
| 40989 | 22 | 3.5 | 133 | 21.4 |
| 90689 | 18 | 2.9 | 151 | 24.3 |
| 100689 | 19 | 3.1 | 170 | 27.4 |
| 110689 | 17 | 2.7 | 187 | 30.1 |
| 120889 | 22 | 3.5 | 209 | 33.7 |
| 140889 | 14 | 2.3 | 223 | 35.9 |
| 150689 | 18 | 2.9 | 241 | 38.8 |
| 150789 | 20 | 3.2 | 261 | 42.0 |
| 160989 | 23 | 3.7 | 284 | 45.7 |
| 170689 | 17 | 2.7 | 301 | 48.5 |
| 170789 | 18 | 2.9 | 319 | 51.4 |
| 170989 | 20 | 3.2 | 339 | 54.6 |
| 180889 | 27 | 4.3 | 366 | 58.9 |
| 190689 | 29 | 4.7 | 395 | 63.6 |
| 190789 | 25 | 4.0 | 420 | 67.6 |
| 200889 | 24 | 3.9 | 444 | 71.5 |
| 210689 | 12 | 1.9 | 456 | 73.4 |
| 230989 | 21 | 3.4 | 477 | 76.8 |
| 240989 | 17 | 2.7 | 494 | 79.5 |
| 250689 | 27 | 4.3 | 521 | 83.9 |
| 280789 | 21 | 3.4 | 542 | 87.3 |
| 290789 | 16 | 2.6 | 558 | 89.9 |
| 300789 | 25 | 4.0 | 583 | 93.9 |
| 300889 | 19 | 3.1 | 602 | 96.9 |
| 310789 | 19 | 3.1 | 621 | 100.0 |

FIRST VISIT TO LOWER FORT GARRY

| Q1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 5 | . | . | . |
| YES | 323 | 52.4 | 323 | 52.4 |
| NO | 293 | 47.6 | 616 | 100.0 |

Frequency Missing = 5

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=MOTOR VEHICLE ----------

# VISITS TO LOWER FORT GARRY PAST 2 YRS

| Q1B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 15 | . | . | . |
| NOT APPLICABLE | 323 | . | . | . |
| 1 | 155 | 54.8 | 155 | 54.8 |
| 2 | 75 | 26.5 | 230 | 81.3 |
| 3 | 29 | 10.2 | 259 | 91.5 |
| 4 | 15 | 5.3 | 274 | 96.8 |
| 5 | 2 | 0.7 | 276 | 97.5 |
| 6 | 2 | 0.7 | 278 | 98.2 |
| 8 | 1 | 0.4 | 279 | 98.6 |
| 9 | 1 | 0.4 | 280 | 98.9 |
| 10 | 1 | 0.4 | 281 | 99.3 |
| 12 | 1 | 0.4 | 282 | 99.6 |
| 15 | 1 | 0.4 | 283 | 100.0 |

Frequency Missing = 338

MAIN REASON FOR VISITING THE FORT TODAY

| Q2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| LEARN HISTORY | 118 | 19.1 | 118 | 19.1 |
| SIGHTSEEING | 234 | 37.9 | 352 | 57.0 |
| OUTING W FRIENDS | 195 | 31.6 | 547 | 88.5 |
| BUS/BOAT TOUR | 8 | 1.3 | 555 | 89.8 |
| OTHER | 32 | 5.2 | 587 | 95.0 |
| MULTIPLE | 31 | 5.0 | 618 | 100.0 |

Frequency Missing = 3

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

LOWER FORT GARRY MAIN DESTINATION TODAY

| Q3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| YES | 391 | 63.1 | 391 | 63.1 |
| NO, BUT PLANNED | 194 | 31.3 | 585 | 94.4 |
| NO, UNPLANNED | 35 | 5.6 | 620 | 100.0 |

Frequency Missing = 1

WHERE FIRST HEAR OF LOWER FORT GARRY

| Q4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 6 | . | . | . |
| NOT APPLICABLE | 35 | . | . | . |
| TOURIST LIT/MAPS | 94 | 16.2 | 94 | 16.2 |
| LFG BROCHURES | 12 | 2.1 | 106 | 18.3 |
| WORD OF MOUTH | 178 | 30.7 | 284 | 49.0 |
| ROAD SIGNS | 14 | 2.4 | 298 | 51.4 |
| TEXTS/HISTORY | 41 | 7.1 | 339 | 58.4 |
| CANNOT REMEMBER | 203 | 35.0 | 542 | 93.4 |
| OTHER | 38 | 6.6 | 580 | 100.0 |

Frequency Missing = 41

VISIT INFO - TOURIST LITERATURE OR MAPS

| Q5_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| NOT APPLICABLE | 35 | . | . | . |
| NOT CHECKED | 386 | 66.7 | 386 | 66.7 |
| CHECKED | 193 | 33.3 | 579 | 100.0 |

Frequency Missing = 42

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

VISIT INFO - LOWER FORT GARRY BROCHURES

| Q5_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| NOT APPLICABLE | 35 | . | . | . |
| NOT CHECKED | 512 | 88.4 | 512 | 88.4 |
| CHECKED | 67 | 11.6 | 579 | 100.0 |

Frequency Missing = 42

VISIT PLANNING INFO - WORD OF MOUTH

| Q5_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| NOT APPLICABLE | 35 | . | . | . |
| NOT CHECKED | 409 | 70.6 | 409 | 70.6 |
| CHECKED | 170 | 29.4 | 579 | 100.0 |

Frequency Missing = 42

VISIT PLANNING INFO - ROAD SIGNS

| Q5_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| NOT APPLICABLE | 35 | . | . | . |
| NOT CHECKED | 504 | 87.0 | 504 | 87.0 |
| CHECKED | 75 | 13.0 | 579 | 100.0 |

Frequency Missing = 42

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=MOTOR VEHICLE ----------

VISIT PLANNING INFO - TELEPHONE

| Q5_5 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| NOT APPLICABLE | 35 | . | . | . |
| NOT CHECKED | 552 | 95.3 | 552 | 95.3 |
| CHECKED | 27 | 4.7 | 579 | 100.0 |

Frequency Missing = 42

VISIT PLANNING INFO - PREVIOUS VISIT(S)

| Q5_6 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| NOT APPLICABLE | 35 | . | . | . |
| NOT CHECKED | 354 | 61.1 | 354 | 61.1 |
| CHECKED | 225 | 38.9 | 579 | 100.0 |

Frequency Missing = 42

VISIT PLANNING INFO - OTHER SOURCE

| Q5_7 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| NOT APPLICABLE | 35 | . | . | . |
| NOT CHECKED | 528 | 91.2 | 528 | 91.2 |
| CHECKED | 51 | 8.8 | 579 | 100.0 |

Frequency Missing = 42

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=MOTOR VEHICLE ----------

I DID NOT PLAN THIS VISIT

| Q5_8 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| NOT APPLICABLE | 35 | . | . | . |
| NOT CHECKED | 552 | 95.3 | 552 | 95.3 |
| CHECKED | 27 | 4.7 | 579 | 100.0 |

Frequency Missing = 42

WHICH INFORMATION WAS MOST HELPFUL

| Q5B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 127 | . | . | . |
| NOT APPLICABLE | 62 | . | . | . |
| TOURIST LIT/MAPS | 126 | 29.2 | 126 | 29.2 |
| LFG BROCHURES | 57 | 13.2 | 183 | 42.4 |
| WORD OF MOUTH | 81 | 18.8 | 264 | 61.1 |
| ROAD SIGNS | 30 | 6.9 | 294 | 68.1 |
| TELEPHONE | 12 | 2.8 | 306 | 70.8 |
| PREV VISITS | 105 | 24.3 | 411 | 95.1 |
| OTHER | 21 | 4.9 | 432 | 100.0 |

Frequency Missing = 189

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

TIME OF ARRIVAL AT LOWER FORT GARRY

| Q6 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 11 | . | . | . |
| 9 - 10 | 32 | 5.2 | 32 | 5.2 |
| 10 - 11 | 97 | 15.9 | 129 | 21.1 |
| 11 - 12 | 106 | 17.4 | 235 | 38.5 |
| 12 - 1 | 90 | 14.8 | 325 | 53.3 |
| 1 - 2 | 83 | 13.6 | 408 | 66.9 |
| 2 - 3 | 87 | 14.3 | 495 | 81.1 |
| 3 - 4 | 72 | 11.8 | 567 | 93.0 |
| 4 - 5 | 34 | 5.6 | 601 | 98.5 |
| 5 - 6 | 9 | 1.5 | 610 | 100.0 |

Frequency Missing = 11

# PEOPLE IN PARTY TRAVELLING WITH TODAY

| Q7 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 31 | . | . | . |
| 1 | 23 | 3.9 | 23 | 3.9 |
| 2 | 168 | 28.5 | 191 | 32.4 |
| 3 | 94 | 15.9 | 285 | 48.3 |
| 4 | 150 | 25.4 | 435 | 73.7 |
| 5 | 78 | 13.2 | 513 | 86.9 |
| 6 | 32 | 5.4 | 545 | 92.4 |
| 7 | 12 | 2.0 | 557 | 94.4 |
| 8 | 12 | 2.0 | 569 | 96.4 |
| 9 | 8 | 1.4 | 577 | 97.8 |
| 10 | 4 | 0.7 | 581 | 98.5 |
| 11 | 3 | 0.5 | 584 | 99.0 |
| 12 | 2 | 0.3 | 586 | 99.3 |
| 24 | 1 | 0.2 | 587 | 99.5 |
| 43 | 1 | 0.2 | 588 | 99.7 |
| 50 | 1 | 0.2 | 589 | 99.8 |
| 70 | 1 | 0.2 | 590 | 100.0 |

Frequency Missing = 31

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

ANY PEOPLE IN PARTY AGE 16 OR YOUNGER

| Q7B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 41 | . | . | . |
| YES | 248 | 42.8 | 248 | 42.8 |
| NO | 332 | 57.2 | 580 | 100.0 |

Frequency Missing = 41

# PEOPLE IN PARTY AGE 16 YRS OR YOUNGER

| Q7C | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 44 | . | . | . |
| NOT APPLICABLE | 332 | . | . | . |
| 1 | 81 | 33.1 | 81 | 33.1 |
| 2 | 100 | 40.8 | 181 | 73.9 |
| 3 | 38 | 15.5 | 219 | 89.4 |
| 4 | 14 | 5.7 | 233 | 95.1 |
| 5 | 6 | 2.4 | 239 | 97.6 |
| 6 | 3 | 1.2 | 242 | 98.8 |
| 7 | 1 | 0.4 | 243 | 99.2 |
| 10 | 1 | 0.4 | 244 | 99.6 |
| 67 | 1 | 0.4 | 245 | 100.0 |

Frequency Missing = 376

VISIBILITY OF SIGNS ON HIGHWAY 9

| Q8_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 42 | . | . | . |
| SATISFIED | 483 | 83.4 | 483 | 83.4 |
| DISSATISFIED | 43 | 7.4 | 526 | 90.8 |
| DID NOT USE | 53 | 9.2 | 579 | 100.0 |

Frequency Missing = 42

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

HELPFULNESS OF THE KIOSK ATTENDANT

| Q8_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 47 | . | . | . |
| SATISFIED | 552 | 96.2 | 552 | 96.2 |
| DISSATISFIED | 4 | 0.7 | 556 | 96.9 |
| DID NOT USE | 18 | 3.1 | 574 | 100.0 |

Frequency Missing = 47

DIRECTIONS TO VISITOR RECEPTION CENTRE

| Q8_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 44 | . | . | . |
| SATISFIED | 527 | 91.3 | 527 | 91.3 |
| DISSATISFIED | 9 | 1.6 | 536 | 92.9 |
| DID NOT USE | 41 | 7.1 | 577 | 100.0 |

Frequency Missing = 44

COMMENTS ON ARRIVAL FACILITIES/SERVICES

| Q8_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 484 | . | . | . |
| POSITIVE COMMENT | 83 | 60.6 | 83 | 60.6 |
| NEGATIVE COMMENT | 21 | 15.3 | 104 | 75.9 |
| SUGGESTED CHANGE | 33 | 24.1 | 137 | 100.0 |

Frequency Missing = 484

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

AMOUNT OF INFO PROVIDED BY TOUR OPERATOR

| Q9_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 621 | . | . | . |

Frequency Missing = 621

QUALITY OF INFO PROVIDED BY TOUR OPERATR

| Q9_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 621 | . | . | . |

Frequency Missing = 621

GREETING BY LOWER FORT GARRY STAFF

| Q9_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 621 | . | . | . |

Frequency Missing = 621

COMMENTS ON ARRIVAL FACILITIES/SERVICES

| Q9_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 621 | . | . | . |

Frequency Missing = 621

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

SPEND TIME AT VISITOR RECEPTION CENTRE

| Q10 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| YES | 548 | 88.7 | 548 | 88.7 |
| NO | 70 | 11.3 | 618 | 100.0 |

Frequency Missing = 3

MINUTES SPENT VISITOR RECEPTION CENTRE

| Q10BM | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 14 | . | . | . |
| NOT APPLICABLE | 70 | . | . | . |
| 1 | 1 | 0.2 | 1 | 0.2 |
| 2 | 3 | 0.6 | 4 | 0.7 |
| 3 | 1 | 0.2 | 5 | 0.9 |
| 4 | 2 | 0.4 | 7 | 1.3 |
| 5 | 21 | 3.9 | 28 | 5.2 |
| 10 | 59 | 11.0 | 87 | 16.2 |
| 15 | 54 | 10.1 | 141 | 26.3 |
| 20 | 49 | 9.1 | 190 | 35.4 |
| 22 | 1 | 0.2 | 191 | 35.6 |
| 25 | 8 | 1.5 | 199 | 37.1 |
| 30 | 131 | 24.4 | 330 | 61.5 |
| 34 | 1 | 0.2 | 331 | 61.6 |
| 35 | 9 | 1.7 | 340 | 63.3 |
| 38 | 1 | 0.2 | 341 | 63.5 |
| 40 | 24 | 4.5 | 365 | 68.0 |
| 42 | 1 | 0.2 | 366 | 68.2 |
| 45 | 59 | 11.0 | 425 | 79.1 |
| 50 | 3 | 0.6 | 428 | 79.7 |
| 55 | 1 | 0.2 | 429 | 79.9 |
| 60 | 71 | 13.2 | 500 | 93.1 |
| 70 | 1 | 0.2 | 501 | 93.3 |
| 75 | 3 | 0.6 | 504 | 93.9 |
| 80 | 1 | 0.2 | 505 | 94.0 |
| 90 | 24 | 4.5 | 529 | 98.5 |
| 120 | 7 | 1.3 | 536 | 99.8 |
| 180 | 1 | 0.2 | 537 | 100.0 |

Frequency Missing = 84

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

VIEWED THE MUSEUM EXHIBIT AT CENTRE

| Q11_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 49 | . | . | . |
| NOT APPLICABLE | 71 | . | . | . |
| YES | 415 | 82.8 | 415 | 82.8 |
| NO | 66 | 13.2 | 481 | 96.0 |
| NOT AWARE OF IT | 20 | 4.0 | 501 | 100.0 |

Frequency Missing = 120

VIEWED THE SLIDE SHOW AT CENTRE

| Q11_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 91 | . | . | . |
| NOT APPLICABLE | 71 | . | . | . |
| YES | 275 | 59.9 | 275 | 59.9 |
| NO | 166 | 36.2 | 441 | 96.1 |
| NOT AWARE OF IT | 18 | 3.9 | 459 | 100.0 |

Frequency Missing = 162

VIEWED SOUVENIRS IN THE GIFT SHOP

| Q11_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 37 | . | . | . |
| NOT APPLICABLE | 71 | . | . | . |
| YES | 475 | 92.6 | 475 | 92.6 |
| NO | 37 | 7.2 | 512 | 99.8 |
| NOT AWARE OF IT | 1 | 0.2 | 513 | 100.0 |

Frequency Missing = 108

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

PURCHASED FOOD OR DRINK AT CENTRE

| Q11_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 75 | . | . | . |
| NOT APPLICABLE | 71 | . | . | . |
| YES | 299 | 62.9 | 299 | 62.9 |
| NO | 174 | 36.6 | 473 | 99.6 |
| NOT AWARE OF IT | 2 | 0.4 | 475 | 100.0 |

Frequency Missing = 146

USED THE WASHROOM AT RECEPTION CENTRE

| Q11_5 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 46 | . | . | . |
| NOT APPLICABLE | 71 | . | . | . |
| YES | 424 | 84.1 | 424 | 84.1 |
| NO | 80 | 15.9 | 504 | 100.0 |

Frequency Missing = 117

COMMENTS ON VISITOR RECEPTION CENTRE

| Q11_6 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 337 | . | . | . |
| NOT APPLICABLE | 71 | . | . | . |
| POSITIVE COMMENT | 149 | 70.0 | 149 | 70.0 |
| NEGATIVE COMMENT | 40 | 18.8 | 189 | 88.7 |
| SUGGESTED CHANGE | 24 | 11.3 | 213 | 100.0 |

Frequency Missing = 408

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

WHY NOT VISIT VISITOR RECEPTION CENTRE

| Q12 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 6 | . | . | . |
| NOT APPLICABLE | 550 | . | . | . |
| NOT ENOUGH TIME | 28 | 43.1 | 28 | 43.1 |
| NOT AWARE OF IT | 1 | 1.5 | 29 | 44.6 |
| VISITED BEFORE | 17 | 26.2 | 46 | 70.8 |
| NOT INTERESTED | 10 | 15.4 | 56 | 86.2 |
| OTHER/MULTIPLE | 9 | 13.8 | 65 | 100.0 |

Frequency Missing = 556

ACCESS FOR THE HANDICAPPED

| Q13_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 57 | . | . | . |
| SATISFIED | 104 | 18.4 | 104 | 18.4 |
| DISSATISFIED | 16 | 2.8 | 120 | 21.3 |
| N/A TO MY VISIT | 444 | 78.7 | 564 | 100.0 |

Frequency Missing = 57

AVAILABILITY OF WASHROOMS AROUND SITE

| Q13_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 44 | . | . | . |
| SATISFIED | 557 | 96.5 | 557 | 96.5 |
| DISSATISFIED | 19 | 3.3 | 576 | 99.8 |
| N/A TO MY VISIT | 1 | 0.2 | 577 | 100.0 |

Frequency Missing = 44

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

FRIENDLINESS OF STAFF

| Q13_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 14 | . | . | . |
| SATISFIED | 602 | 99.2 | 602 | 99.2 |
| DISSATISFIED | 5 | 0.8 | 607 | 100.0 |

Frequency Missing = 14

MAINTENANCE OF THE BUILDINGS

| Q13_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 15 | . | . | . |
| SATISFIED | 595 | 98.2 | 595 | 98.2 |
| DISSATISFIED | 11 | 1.8 | 606 | 100.0 |

Frequency Missing = 15

AMOUNT OF INFORMATION PRESENTED

| Q13_5 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 19 | . | . | . |
| SATISFIED | 563 | 93.5 | 563 | 93.5 |
| DISSATISFIED | 39 | 6.5 | 602 | 100.0 |

Frequency Missing = 19

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=MOTOR VEHICLE ----------

QUALITY OF INFORMATION PRESENTED

| Q13_6 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 19 | . | . | . |
| SATISFIED | 572 | 95.0 | 572 | 95.0 |
| DISSATISFIED | 30 | 5.0 | 602 | 100.0 |

Frequency Missing = 19

SUGGESTIONS TO IMPROVE LOWER FORT GARRY

| Q13B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 362 | . | . | . |
| POSITIVE COMMENT | 40 | 15.4 | 40 | 15.4 |
| NEGATIVE COMMENT | 37 | 14.3 | 77 | 29.7 |
| SUGGESTED CHANGE | 182 | 70.3 | 259 | 100.0 |

Frequency Missing = 362

DEVELOPMENT - MORE HANDS-ON EXHIBITS

| Q14_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 41 | . | . | . |
| NOT CHECKED | 304 | 52.4 | 304 | 52.4 |
| CHECKED | 276 | 47.6 | 580 | 100.0 |

Frequency Missing = 41

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

DEVELOPMENT - MORE PICNIC SITES/SHELTER

| Q14_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 41 | . | . | . |
| NOT CHECKED | 520 | 89.7 | 520 | 89.7 |
| CHECKED | 60 | 10.3 | 580 | 100.0 |

Frequency Missing = 41

DEVELOPMENT-RESTAURANT W FOOD OF PERIOD

| Q14_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 41 | . | . | . |
| NOT CHECKED | 289 | 49.8 | 289 | 49.8 |
| CHECKED | 291 | 50.2 | 580 | 100.0 |

Frequency Missing = 41

DEVELOPMENT-FARM W PERIOD ANIMALS/CROPS

| Q14_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 41 | . | . | . |
| NOT CHECKED | 222 | 38.3 | 222 | 38.3 |
| CHECKED | 358 | 61.7 | 580 | 100.0 |

Frequency Missing = 41

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

DEVELOPMENT-STAFF IN PERIOD CLOTHING

| Q14_5 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 41 | . | . | . |
| NOT CHECKED | 427 | 73.6 | 427 | 73.6 |
| CHECKED | 153 | 26.4 | 580 | 100.0 |

Frequency Missing = 41

DEVELOPMENT-LESS BUILDING/MORE TEACHING

| Q14_6 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 41 | . | . | . |
| NOT CHECKED | 512 | 88.3 | 512 | 88.3 |
| CHECKED | 68 | 11.7 | 580 | 100.0 |

Frequency Missing = 41

DEVELOPMENT - MORE SPECIAL EVENTS

| Q14_7 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 41 | . | . | . |
| NOT CHECKED | 525 | 90.5 | 525 | 90.5 |
| CHECKED | 55 | 9.5 | 580 | 100.0 |

Frequency Missing = 41

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

DEVELOPMENT - OTHER DEVELOPMENT

| Q14_8 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 41 | . | . | . |
| NOT CHECKED | 513 | 88.4 | 513 | 88.4 |
| CHECKED | 67 | 11.6 | 580 | 100.0 |

Frequency Missing = 41

WHAT IS MOST IMPORTANT FUTURE DEVELOPMNT

| Q14B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 122 | . | . | . |
| HANDS-ON EXHIBTS | 142 | 28.5 | 142 | 28.5 |
| PICNIC SITE/SHEL | 6 | 1.2 | 148 | 29.7 |
| RESTAURANT | 55 | 11.0 | 203 | 40.7 |
| OPERATING FARM | 116 | 23.2 | 319 | 63.9 |
| MORE COSTUMES | 69 | 13.8 | 388 | 77.8 |
| MORE TEACHING | 71 | 14.2 | 459 | 92.0 |
| SPECIAL EVENTS | 18 | 3.6 | 477 | 95.6 |
| OTHER DEVELOPMNT | 22 | 4.4 | 499 | 100.0 |

Frequency Missing = 122

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

MINUTES INTENDED TO SPEND AT THE FORT

| Q15M | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| DO NOT KNOW | 2 | . | . | . |
| NO RESPONSE | 36 | . | . | . |
| 3 | 1 | 0.2 | 1 | 0.2 |
| 15 | 1 | 0.2 | 2 | 0.3 |
| 20 | 1 | 0.2 | 3 | 0.5 |
| 30 | 4 | 0.7 | 7 | 1.2 |
| 35 | 1 | 0.2 | 8 | 1.4 |
| 40 | 1 | 0.2 | 9 | 1.5 |
| 45 | 3 | 0.5 | 12 | 2.1 |
| 60 | 75 | 12.9 | 87 | 14.9 |
| 75 | 2 | 0.3 | 89 | 15.3 |
| 90 | 52 | 8.9 | 141 | 24.2 |
| 120 | 289 | 49.6 | 430 | 73.8 |
| 180 | 120 | 20.6 | 550 | 94.3 |
| 240 | 26 | 4.5 | 576 | 98.8 |
| 300 | 6 | 1.0 | 582 | 99.8 |
| 360 | 1 | 0.2 | 583 | 100.0 |

Frequency Missing = 38

PREFERRED OFFICIAL LANGUAGE

| Q16 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| ENGLISH | 599 | 97.6 | 599 | 97.6 |
| FRENCH | 15 | 2.4 | 614 | 100.0 |

Frequency Missing = 7

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

BOTH LANGUAGES ADEQUATELY SERVICED

| Q16B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 17 | . | . | . |
| YES | 260 | 43.0 | 260 | 43.0 |
| NO | 15 | 2.5 | 275 | 45.5 |
| KNOW ONLY ONE | 329 | 54.5 | 604 | 100.0 |

Frequency Missing = 17

WHAT SERVICE LACKING IN EITHER LANGUAGE

| Q16C | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| NOT APPLICABLE | 606 | . | . | . |
| NEGATIVE COMMENT | 13 | 92.9 | 13 | 92.9 |
| SUGGESTED CHANGE | 1 | 7.1 | 14 | 100.0 |

Frequency Missing = 607

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

# VISITS TO HISTORIC SITES IN PAST 2 YRS

| Q17 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| DO NOT KNOW | 1 | . | . | . |
| NO RESPONSE | 29 | . | . | . |
| 1 | 120 | 20.3 | 120 | 20.3 |
| 2 | 77 | 13.0 | 197 | 33.3 |
| 3 | 89 | 15.1 | 286 | 48.4 |
| 4 | 71 | 12.0 | 357 | 60.4 |
| 5 | 41 | 6.9 | 398 | 67.3 |
| 6 | 49 | 8.3 | 447 | 75.6 |
| 7 | 10 | 1.7 | 457 | 77.3 |
| 8 | 17 | 2.9 | 474 | 80.2 |
| 9 | 2 | 0.3 | 476 | 80.5 |
| 10 | 48 | 8.1 | 524 | 88.7 |
| 12 | 12 | 2.0 | 536 | 90.7 |
| 13 | 3 | 0.5 | 539 | 91.2 |
| 14 | 4 | 0.7 | 543 | 91.9 |
| 15 | 7 | 1.2 | 550 | 93.1 |
| 18 | 1 | 0.2 | 551 | 93.2 |
| 20 | 15 | 2.5 | 566 | 95.8 |
| 25 | 6 | 1.0 | 572 | 96.8 |
| 27 | 1 | 0.2 | 573 | 97.0 |
| 30 | 5 | 0.8 | 578 | 97.8 |
| 33 | 1 | 0.2 | 579 | 98.0 |
| 50 | 6 | 1.0 | 585 | 99.0 |
| 60 | 1 | 0.2 | 586 | 99.2 |
| 68 | 1 | 0.2 | 587 | 99.3 |
| 70 | 2 | 0.3 | 589 | 99.7 |
| 100 OR MORE | 2 | 0.3 | 591 | 100.0 |

Frequency Missing = 30

GENDER

| Q18 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 18 | . | . | . |
| FEMALE | 308 | 51.1 | 308 | 51.1 |
| MALE | 295 | 48.9 | 603 | 100.0 |

Frequency Missing = 18

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

AGE OF RESPONDENT (COLLAPSED)

| NAGE | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| R | 18 | . | . | . |
| 18-24 | 47 | 7.8 | 47 | 7.8 |
| 25-39 | 228 | 37.8 | 275 | 45.6 |
| 40-64 | 246 | 40.8 | 521 | 86.4 |
| 65 AND OVER | 82 | 13.6 | 603 | 100.0 |

Frequency Missing = 18

FOOD & BEVERAGE - SELKIRK/LOCKPORT

| Q20_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 91 | . | . | . |
| NOT APPLICABLE | 35 | . | . | . |
| $ 0 | 134 | 27.1 | 134 | 27.1 |
| $ 1 - 5 | 44 | 8.9 | 178 | 36.0 |
| $ 5 - 10 | 65 | 13.1 | 243 | 49.1 |
| $10 - 25 | 145 | 29.3 | 388 | 78.4 |
| $25 OR MORE | 107 | 21.6 | 495 | 100.0 |

Frequency Missing = 126

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

ACCOMODATION - SELKIRK/LOCKPORT

| Q20_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| A | 35 | . | . | . |
| R | 91 | . | . | . |
| $0.00 | 468 | 94.5 | 468 | 94.5 |
| $7.00 | 1 | 0.2 | 469 | 94.7 |
| $7.50 | 1 | 0.2 | 470 | 94.9 |
| $9.00 | 1 | 0.2 | 471 | 95.2 |
| $9.50 | 2 | 0.4 | 473 | 95.6 |
| $10.00 | 2 | 0.4 | 475 | 96.0 |
| $10.50 | 1 | 0.2 | 476 | 96.2 |
| $11.00 | 1 | 0.2 | 477 | 96.4 |
| $11.75 | 1 | 0.2 | 478 | 96.6 |
| $15.00 | 1 | 0.2 | 479 | 96.8 |
| $20.00 | 1 | 0.2 | 480 | 97.0 |
| $22.00 | 1 | 0.2 | 481 | 97.2 |
| $25.00 | 1 | 0.2 | 482 | 97.4 |
| $40.00 | 1 | 0.2 | 483 | 97.6 |
| $42.00 | 1 | 0.2 | 484 | 97.8 |
| $50.00 | 4 | 0.8 | 488 | 98.6 |
| $55.00 | 1 | 0.2 | 489 | 98.8 |
| $57.00 | 1 | 0.2 | 490 | 99.0 |
| $75.00 | 2 | 0.4 | 492 | 99.4 |
| $85.00 | 1 | 0.2 | 493 | 99.6 |
| $270.00 | 1 | 0.2 | 494 | 99.8 |
| $300.00 | 1 | 0.2 | 495 | 100.0 |

**Frequency Missing = 126**

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

REC & ENTERTAINMENT-SELKIRK/LOCKPORT

| Q20_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| A | 35 | . | . | . |
| R | 91 | . | . | . |
| $0.00 | 353 | 71.3 | 353 | 71.3 |
| $1.00 | 1 | 0.2 | 354 | 71.5 |
| $2.50 | 1 | 0.2 | 355 | 71.7 |
| $3.00 | 8 | 1.6 | 363 | 73.3 |
| $3.50 | 1 | 0.2 | 364 | 73.5 |
| $4.00 | 1 | 0.2 | 365 | 73.7 |
| $4.50 | 1 | 0.2 | 366 | 73.9 |
| $5.00 | 3 | 0.6 | 369 | 74.5 |
| $6.00 | 21 | 4.2 | 390 | 78.8 |
| $7.00 | 1 | 0.2 | 391 | 79.0 |
| $7.50 | 12 | 2.4 | 403 | 81.4 |
| $8.00 | 2 | 0.4 | 405 | 81.8 |
| $9.00 | 8 | 1.6 | 413 | 83.4 |
| $10.00 | 15 | 3.0 | 428 | 86.5 |
| $11.00 | 1 | 0.2 | 429 | 86.7 |
| $11.50 | 1 | 0.2 | 430 | 86.9 |
| $12.00 | 12 | 2.4 | 442 | 89.3 |
| $14.00 | 1 | 0.2 | 443 | 89.5 |
| $15.00 | 10 | 2.0 | 453 | 91.5 |
| $16.00 | 2 | 0.4 | 455 | 91.9 |
| $17.00 | 1 | 0.2 | 456 | 92.1 |
| $18.00 | 2 | 0.4 | 458 | 92.5 |
| $19.00 | 1 | 0.2 | 459 | 92.7 |
| $20.00 | 7 | 1.4 | 466 | 94.1 |
| $21.00 | 1 | 0.2 | 467 | 94.3 |
| $25.00 | 8 | 1.6 | 475 | 96.0 |
| $26.00 | 3 | 0.6 | 478 | 96.6 |
| $27.00 | 1 | 0.2 | 479 | 96.8 |
| $30.00 | 2 | 0.4 | 481 | 97.2 |
| $35.00 | 1 | 0.2 | 482 | 97.4 |
| $40.00 | 2 | 0.4 | 484 | 97.8 |
| $45.00 | 2 | 0.4 | 486 | 98.2 |
| $49.00 | 1 | 0.2 | 487 | 98.4 |
| $50.00 | 1 | 0.2 | 488 | 98.6 |
| $100.00 | 3 | 0.6 | 491 | 99.2 |
| $120.00 | 1 | 0.2 | 492 | 99.4 |
| $183.00 | 1 | 0.2 | 493 | 99.6 |
| $200.00 | 1 | 0.2 | 494 | 99.8 |
| $300.00 | 1 | 0.2 | 495 | 100.0 |

**Frequency Missing = 126**

1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

TRANSPORTATION - SELKIRK/LOCKPORT

| Q20_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| A | 35 | . | . | . |
| R | 92 | . | . | . |
| $0.00 | 333 | 67.4 | 333 | 67.4 |
| $2.00 | 4 | 0.8 | 337 | 68.2 |
| $2.50 | 1 | 0.2 | 338 | 68.4 |
| $3.00 | 4 | 0.8 | 342 | 69.2 |
| $4.50 | 1 | 0.2 | 343 | 69.4 |
| $5.00 | 34 | 6.9 | 377 | 76.3 |
| $6.00 | 2 | 0.4 | 379 | 76.7 |
| $7.00 | 3 | 0.6 | 382 | 77.3 |
| $8.00 | 1 | 0.2 | 383 | 77.5 |
| $10.00 | 29 | 5.9 | 412 | 83.4 |
| $11.00 | 1 | 0.2 | 413 | 83.6 |
| $12.00 | 1 | 0.2 | 414 | 83.8 |
| $14.00 | 3 | 0.6 | 417 | 84.4 |
| $15.00 | 13 | 2.6 | 430 | 87.0 |
| $16.00 | 1 | 0.2 | 431 | 87.2 |
| $17.00 | 1 | 0.2 | 432 | 87.4 |
| $18.00 | 3 | 0.6 | 435 | 88.1 |
| $18.80 | 1 | 0.2 | 436 | 88.3 |
| $20.00 | 26 | 5.3 | 462 | 93.5 |
| $25.00 | 9 | 1.8 | 471 | 95.3 |
| $25.21 | 1 | 0.2 | 472 | 95.5 |
| $27.00 | 1 | 0.2 | 473 | 95.7 |
| $29.00 | 1 | 0.2 | 474 | 96.0 |
| $30.00 | 2 | 0.4 | 476 | 96.4 |
| $31.00 | 1 | 0.2 | 477 | 96.6 |
| $34.00 | 1 | 0.2 | 478 | 96.8 |
| $35.00 | 2 | 0.4 | 480 | 97.2 |
| $40.00 | 2 | 0.4 | 482 | 97.6 |
| $45.00 | 1 | 0.2 | 483 | 97.8 |
| $46.00 | 1 | 0.2 | 484 | 98.0 |
| $48.00 | 1 | 0.2 | 485 | 98.2 |
| $50.00 | 4 | 0.8 | 489 | 99.0 |
| $60.00 | 1 | 0.2 | 490 | 99.2 |
| $75.00 | 1 | 0.2 | 491 | 99.4 |
| $100.00 | 1 | 0.2 | 492 | 99.6 |
| $110.00 | 1 | 0.2 | 493 | 99.8 |
| $150.00 | 1 | 0.2 | 494 | 100.0 |

**Frequency Missing = 127**

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

OTHER EXPENDITURES - SELKIRK/LOCKPORT

| Q20_5 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| A | 35 | . | . | . |
| R | 91 | . | . | . |
| $0.00 | 412 | 83.2 | 412 | 83.2 |
| $1.00 | 1 | 0.2 | 413 | 83.4 |
| $1.07 | 1 | 0.2 | 414 | 83.6 |
| $1.50 | 1 | 0.2 | 415 | 83.8 |
| $2.50 | 1 | 0.2 | 416 | 84.0 |
| $3.00 | 2 | 0.4 | 418 | 84.4 |
| $3.50 | 1 | 0.2 | 419 | 84.6 |
| $3.95 | 1 | 0.2 | 420 | 84.8 |
| $4.00 | 1 | 0.2 | 421 | 85.1 |
| $5.00 | 9 | 1.8 | 430 | 86.9 |
| $6.00 | 3 | 0.6 | 433 | 87.5 |
| $7.00 | 3 | 0.6 | 436 | 88.1 |
| $7.50 | 2 | 0.4 | 438 | 88.5 |
| $8.00 | 2 | 0.4 | 440 | 88.9 |
| $9.00 | 4 | 0.8 | 444 | 89.7 |
| $10.00 | 8 | 1.6 | 452 | 91.3 |
| $11.24 | 1 | 0.2 | 453 | 91.5 |
| $12.00 | 4 | 0.8 | 457 | 92.3 |
| $13.50 | 1 | 0.2 | 458 | 92.5 |
| $14.00 | 1 | 0.2 | 459 | 92.7 |
| $15.00 | 3 | 0.6 | 462 | 93.3 |
| $17.50 | 1 | 0.2 | 463 | 93.5 |
| $18.00 | 1 | 0.2 | 464 | 93.7 |
| $18.50 | 1 | 0.2 | 465 | 93.9 |
| $19.00 | 1 | 0.2 | 466 | 94.1 |
| $20.00 | 10 | 2.0 | 476 | 96.2 |
| $21.00 | 2 | 0.4 | 478 | 96.6 |
| $25.00 | 3 | 0.6 | 481 | 97.2 |
| $30.00 | 1 | 0.2 | 482 | 97.4 |
| $35.00 | 1 | 0.2 | 483 | 97.6 |
| $40.00 | 3 | 0.6 | 486 | 98.2 |
| $43.00 | 1 | 0.2 | 487 | 98.4 |
| $45.00 | 2 | 0.4 | 489 | 98.8 |
| $50.00 | 2 | 0.4 | 491 | 99.2 |
| $57.40 | 1 | 0.2 | 492 | 99.4 |
| $80.00 | 1 | 0.2 | 493 | 99.6 |
| $90.00 | 1 | 0.2 | 494 | 99.8 |
| $100.00 | 1 | 0.2 | 495 | 100.0 |

**Frequency Missing = 126**

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

TOTAL AMOUNT SPENT IN SELKIRK/LOCKPORT

| Q20_TOT | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| R | 92 | . | . | . |
| $0.00 | 89 | 16.8 | 89 | 16.8 |
| $1.05 | 1 | 0.2 | 90 | 17.0 |
| $1.07 | 1 | 0.2 | 91 | 17.2 |
| $1.15 | 1 | 0.2 | 92 | 17.4 |
| $1.35 | 1 | 0.2 | 93 | 17.6 |
| $1.50 | 1 | 0.2 | 94 | 17.8 |
| $1.85 | 1 | 0.2 | 95 | 18.0 |
| $2.00 | 9 | 1.7 | 104 | 19.7 |
| $2.15 | 1 | 0.2 | 105 | 19.8 |
| $2.50 | 1 | 0.2 | 106 | 20.0 |
| $2.65 | 1 | 0.2 | 107 | 20.2 |
| $3.00 | 5 | 0.9 | 112 | 21.2 |
| $3.30 | 1 | 0.2 | 113 | 21.4 |
| $4.00 | 2 | 0.4 | 115 | 21.7 |
| $4.50 | 1 | 0.2 | 116 | 21.9 |
| $5.00 | 18 | 3.4 | 134 | 25.3 |
| $6.00 | 13 | 2.5 | 147 | 27.8 |
| $7.00 | 7 | 1.3 | 154 | 29.1 |
| $7.50 | 4 | 0.8 | 158 | 29.9 |
| $7.75 | 1 | 0.2 | 159 | 30.1 |
| $7.95 | 1 | 0.2 | 160 | 30.2 |
| $8.00 | 3 | 0.6 | 163 | 30.8 |
| $8.30 | 1 | 0.2 | 164 | 31.0 |
| $8.50 | 2 | 0.4 | 166 | 31.4 |
| $9.00 | 4 | 0.8 | 170 | 32.1 |
| $10.00 | 28 | 5.3 | 198 | 37.4 |
| $11.00 | 3 | 0.6 | 201 | 38.0 |
| $12.00 | 13 | 2.5 | 214 | 40.5 |
| $12.50 | 1 | 0.2 | 215 | 40.6 |
| $12.81 | 1 | 0.2 | 216 | 40.8 |
| $13.50 | 1 | 0.2 | 217 | 41.0 |
| $14.00 | 6 | 1.1 | 223 | 42.2 |
| $14.50 | 1 | 0.2 | 224 | 42.3 |
| $15.00 | 28 | 5.3 | 252 | 47.6 |
| $16.00 | 5 | 0.9 | 257 | 48.6 |
| $17.00 | 3 | 0.6 | 260 | 49.1 |
| $17.50 | 2 | 0.4 | 262 | 49.5 |
| $18.00 | 4 | 0.8 | 266 | 50.3 |
| $19.00 | 4 | 0.8 | 270 | 51.0 |
| $19.08 | 1 | 0.2 | 271 | 51.2 |
| $20.00 | 24 | 4.5 | 295 | 55.8 |
| $20.50 | 1 | 0.2 | 296 | 56.0 |
| $21.00 | 2 | 0.4 | 298 | 56.3 |
| $22.00 | 5 | 0.9 | 303 | 57.3 |
| $22.50 | 2 | 0.4 | 305 | 57.7 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

TOTAL AMOUNT SPENT IN SELKIRK/LOCKPORT

| Q20_TOT | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| $23.00 | 2 | 0.4 | 307 | 58.0 |
| $24.00 | 2 | 0.4 | 309 | 58.4 |
| $25.00 | 24 | 4.5 | 333 | 62.9 |
| $25.50 | 1 | 0.2 | 334 | 63.1 |
| $25.99 | 1 | 0.2 | 335 | 63.3 |
| $26.00 | 2 | 0.4 | 337 | 63.7 |
| $27.00 | 4 | 0.8 | 341 | 64.5 |
| $27.50 | 1 | 0.2 | 342 | 64.7 |
| $28.00 | 2 | 0.4 | 344 | 65.0 |
| $28.50 | 2 | 0.4 | 346 | 65.4 |
| $29.00 | 3 | 0.6 | 349 | 66.0 |
| $30.00 | 17 | 3.2 | 366 | 69.2 |
| $31.00 | 3 | 0.6 | 369 | 69.8 |
| $32.00 | 4 | 0.8 | 373 | 70.5 |
| $32.35 | 1 | 0.2 | 374 | 70.7 |
| $32.50 | 2 | 0.4 | 376 | 71.1 |
| $33.00 | 1 | 0.2 | 377 | 71.3 |
| $35.00 | 9 | 1.7 | 386 | 73.0 |
| $35.50 | 2 | 0.4 | 388 | 73.3 |
| $36.00 | 2 | 0.4 | 390 | 73.7 |
| $37.00 | 3 | 0.6 | 393 | 74.3 |
| $38.00 | 2 | 0.4 | 395 | 74.7 |
| $39.00 | 4 | 0.8 | 399 | 75.4 |
| $39.25 | 1 | 0.2 | 400 | 75.6 |
| $39.50 | 1 | 0.2 | 401 | 75.8 |
| $39.80 | 1 | 0.2 | 402 | 76.0 |
| $40.00 | 13 | 2.5 | 415 | 78.4 |
| $40.61 | 1 | 0.2 | 416 | 78.6 |
| $42.00 | 2 | 0.4 | 418 | 79.0 |
| $43.00 | 1 | 0.2 | 419 | 79.2 |
| $44.00 | 1 | 0.2 | 420 | 79.4 |
| $45.00 | 9 | 1.7 | 429 | 81.1 |
| $45.50 | 1 | 0.2 | 430 | 81.3 |
| $47.00 | 2 | 0.4 | 432 | 81.7 |
| $48.00 | 2 | 0.4 | 434 | 82.0 |
| $49.00 | 3 | 0.6 | 437 | 82.6 |
| $50.00 | 9 | 1.7 | 446 | 84.3 |
| $51.00 | 1 | 0.2 | 447 | 84.5 |
| $51.50 | 1 | 0.2 | 448 | 84.7 |
| $52.00 | 4 | 0.8 | 452 | 85.4 |
| $54.50 | 1 | 0.2 | 453 | 85.6 |
| $55.00 | 6 | 1.1 | 459 | 86.8 |
| $58.00 | 1 | 0.2 | 460 | 87.0 |
| $58.50 | 1 | 0.2 | 461 | 87.1 |
| $60.00 | 5 | 0.9 | 466 | 88.1 |
| $60.50 | 1 | 0.2 | 467 | 88.3 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

TOTAL AMOUNT SPENT IN SELKIRK/LOCKPORT

| Q20_TOT | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| $61.00 | 1 | 0.2 | 468 | 88.5 |
| $62.00 | 1 | 0.2 | 469 | 88.7 |
| $64.00 | 1 | 0.2 | 470 | 88.8 |
| $64.50 | 1 | 0.2 | 471 | 89.0 |
| $65.00 | 1 | 0.2 | 472 | 89.2 |
| $68.00 | 1 | 0.2 | 473 | 89.4 |
| $70.00 | 2 | 0.4 | 475 | 89.8 |
| $71.00 | 2 | 0.4 | 477 | 90.2 |
| $75.00 | 3 | 0.6 | 480 | 90.7 |
| $77.00 | 1 | 0.2 | 481 | 90.9 |
| $79.50 | 1 | 0.2 | 482 | 91.1 |
| $80.00 | 3 | 0.6 | 485 | 91.7 |
| $81.75 | 1 | 0.2 | 486 | 91.9 |
| $82.40 | 1 | 0.2 | 487 | 92.1 |
| $88.00 | 1 | 0.2 | 488 | 92.2 |
| $90.00 | 2 | 0.4 | 490 | 92.6 |
| $92.00 | 1 | 0.2 | 491 | 92.8 |
| $93.00 | 1 | 0.2 | 492 | 93.0 |
| $95.00 | 2 | 0.4 | 494 | 93.4 |
| $100.00 | 4 | 0.8 | 498 | 94.1 |
| $102.00 | 2 | 0.4 | 500 | 94.5 |
| $105.00 | 1 | 0.2 | 501 | 94.7 |
| $107.00 | 1 | 0.2 | 502 | 94.9 |
| $112.00 | 1 | 0.2 | 503 | 95.1 |
| $118.00 | 1 | 0.2 | 504 | 95.3 |
| $125.00 | 4 | 0.8 | 508 | 96.0 |
| $132.50 | 1 | 0.2 | 509 | 96.2 |
| $133.00 | 1 | 0.2 | 510 | 96.4 |
| $137.00 | 1 | 0.2 | 511 | 96.6 |
| $142.00 | 1 | 0.2 | 512 | 96.8 |
| $145.00 | 1 | 0.2 | 513 | 97.0 |
| $150.00 | 1 | 0.2 | 514 | 97.2 |
| $155.00 | 1 | 0.2 | 515 | 97.4 |
| $160.00 | 1 | 0.2 | 516 | 97.5 |
| $177.00 | 1 | 0.2 | 517 | 97.7 |
| $200.00 | 1 | 0.2 | 518 | 97.9 |
| $240.00 | 1 | 0.2 | 519 | 98.1 |
| $260.00 | 1 | 0.2 | 520 | 98.3 |
| $300.00 | 2 | 0.4 | 522 | 98.7 |
| $345.00 | 1 | 0.2 | 523 | 98.9 |
| $351.00 | 1 | 0.2 | 524 | 99.1 |
| $420.00 | 1 | 0.2 | 525 | 99.2 |
| $450.00 | 1 | 0.2 | 526 | 99.4 |
| $670.00 | 1 | 0.2 | 527 | 99.6 |
| $900.00 | 1 | 0.2 | 528 | 99.8 |
| $1000.00 | 1 | 0.2 | 529 | 100.0 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

TOTAL AMOUNT SPENT IN SELKIRK/LOCKPORT

| Q20_TOT | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|

Frequency Missing = 92

TRAVEL MODE (EXIT FORM)

| TRMODE2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| . | 2 | . | . | . |
| CAR/TRK/VAN/MC | 595 | 96.1 | 595 | 96.1 |
| REC VEH/MOTRHOME | 14 | 2.3 | 609 | 98.4 |
| OTHER | 2 | 0.3 | 611 | 98.7 |
| BUS | 8 | 1.3 | 619 | 100.0 |

Frequency Missing = 2

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

PARTY SIZE (EXIT FORM)

| NPARTY2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| . | 1 | . | . | . |
| R | 2 | . | . | . |
| 1 | 22 | 3.6 | 22 | 3.6 |
| 2 | 187 | 30.3 | 209 | 33.8 |
| 3 | 106 | 17.2 | 315 | 51.0 |
| 4 | 165 | 26.7 | 480 | 77.7 |
| 5 | 82 | 13.3 | 562 | 90.9 |
| 6 | 33 | 5.3 | 595 | 96.3 |
| 7 | 6 | 1.0 | 601 | 97.2 |
| 8 | 5 | 0.8 | 606 | 98.1 |
| 9 | 2 | 0.3 | 608 | 98.4 |
| 10 | 3 | 0.5 | 611 | 98.9 |
| 11 | 1 | 0.2 | 612 | 99.0 |
| 20 | 1 | 0.2 | 613 | 99.2 |
| 22 | 2 | 0.3 | 615 | 99.5 |
| 39 | 2 | 0.3 | 617 | 99.8 |
| 94 | 1 | 0.2 | 618 | 100.0 |

Frequency Missing = 3

ORIGIN OF VISITORS (EXIT FORM)

| LOCATION | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| . | 18 | . | . | . |
| WINNIPEG | 264 | 43.8 | 264 | 43.8 |
| MB/NON-WPG | 96 | 15.9 | 360 | 59.7 |
| CANADA (NON-MB) | 110 | 18.2 | 470 | 77.9 |
| OTHER COUNTRY | 19 | 3.2 | 489 | 81.1 |
| U.S.A. | 114 | 18.9 | 603 | 100.0 |

Frequency Missing = 18

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

WEEK DAY / WEEK-END DAY

| WEEK | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| WEEKDAY | 323 | 52.0 | 323 | 52.0 |
| WEEKEND | 298 | 48.0 | 621 | 100.0 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

TOTAL TIME SPENT AT FORT GARRY

| FTIME | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| . | 18 | . | . | . |
| 0 | 1 | 0.2 | 1 | 0.2 |
| 16 | 1 | 0.2 | 2 | 0.3 |
| 20 | 2 | 0.3 | 4 | 0.7 |
| 22 | 1 | 0.2 | 5 | 0.8 |
| 43 | 2 | 0.3 | 7 | 1.2 |
| 45 | 1 | 0.2 | 8 | 1.3 |
| 50 | 1 | 0.2 | 9 | 1.5 |
| 51 | 1 | 0.2 | 10 | 1.7 |
| 52 | 1 | 0.2 | 11 | 1.8 |
| 55 | 1 | 0.2 | 12 | 2.0 |
| 70 | 1 | 0.2 | 13 | 2.2 |
| 72 | 1 | 0.2 | 14 | 2.3 |
| 75 | 1 | 0.2 | 15 | 2.5 |
| 78 | 1 | 0.2 | 16 | 2.7 |
| 81 | 1 | 0.2 | 17 | 2.8 |
| 82 | 1 | 0.2 | 18 | 3.0 |
| 83 | 1 | 0.2 | 19 | 3.2 |
| 89 | 2 | 0.3 | 21 | 3.5 |
| 90 | 1 | 0.2 | 22 | 3.6 |
| 91 | 2 | 0.3 | 24 | 4.0 |
| 95 | 1 | 0.2 | 25 | 4.1 |
| 96 | 1 | 0.2 | 26 | 4.3 |
| 100 | 8 | 1.3 | 34 | 5.6 |
| 101 | 2 | 0.3 | 36 | 6.0 |
| 102 | 2 | 0.3 | 38 | 6.3 |
| 103 | 2 | 0.3 | 40 | 6.6 |
| 105 | 7 | 1.2 | 47 | 7.8 |
| 107 | 2 | 0.3 | 49 | 8.1 |
| 108 | 1 | 0.2 | 50 | 8.3 |
| 110 | 5 | 0.8 | 55 | 9.1 |
| 111 | 3 | 0.5 | 58 | 9.6 |
| 112 | 1 | 0.2 | 59 | 9.8 |
| 113 | 2 | 0.3 | 61 | 10.1 |
| 115 | 7 | 1.2 | 68 | 11.3 |
| 116 | 1 | 0.2 | 69 | 11.4 |
| 117 | 1 | 0.2 | 70 | 11.6 |
| 118 | 1 | 0.2 | 71 | 11.8 |
| 119 | 1 | 0.2 | 72 | 11.9 |
| 120 | 9 | 1.5 | 81 | 13.4 |
| 121 | 5 | 0.8 | 86 | 14.3 |
| 122 | 2 | 0.3 | 88 | 14.6 |
| 123 | 1 | 0.2 | 89 | 14.8 |
| 124 | 2 | 0.3 | 91 | 15.1 |
| 125 | 4 | 0.7 | 95 | 15.8 |
| 128 | 1 | 0.2 | 96 | 15.9 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

TOTAL TIME SPENT AT FORT GARRY

| FTIME | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| 129 | 1 | 0.2 | 97 | 16.1 |
| 130 | 7 | 1.2 | 104 | 17.2 |
| 131 | 1 | 0.2 | 105 | 17.4 |
| 132 | 1 | 0.2 | 106 | 17.6 |
| 133 | 1 | 0.2 | 107 | 17.7 |
| 135 | 7 | 1.2 | 114 | 18.9 |
| 136 | 2 | 0.3 | 116 | 19.2 |
| 137 | 1 | 0.2 | 117 | 19.4 |
| 138 | 1 | 0.2 | 118 | 19.6 |
| 140 | 5 | 0.8 | 123 | 20.4 |
| 141 | 3 | 0.5 | 126 | 20.9 |
| 145 | 3 | 0.5 | 129 | 21.4 |
| 146 | 1 | 0.2 | 130 | 21.6 |
| 150 | 6 | 1.0 | 136 | 22.6 |
| 151 | 2 | 0.3 | 138 | 22.9 |
| 153 | 2 | 0.3 | 140 | 23.2 |
| 155 | 7 | 1.2 | 147 | 24.4 |
| 157 | 3 | 0.5 | 150 | 24.9 |
| 158 | 1 | 0.2 | 151 | 25.0 |
| 165 | 1 | 0.2 | 152 | 25.2 |
| 170 | 9 | 1.5 | 161 | 26.7 |
| 171 | 3 | 0.5 | 164 | 27.2 |
| 172 | 2 | 0.3 | 166 | 27.5 |
| 174 | 3 | 0.5 | 169 | 28.0 |
| 175 | 3 | 0.5 | 172 | 28.5 |
| 176 | 1 | 0.2 | 173 | 28.7 |
| 178 | 2 | 0.3 | 175 | 29.0 |
| 180 | 5 | 0.8 | 180 | 29.9 |
| 182 | 3 | 0.5 | 183 | 30.3 |
| 183 | 1 | 0.2 | 184 | 30.5 |
| 184 | 1 | 0.2 | 185 | 30.7 |
| 185 | 7 | 1.2 | 192 | 31.8 |
| 186 | 1 | 0.2 | 193 | 32.0 |
| 187 | 2 | 0.3 | 195 | 32.3 |
| 190 | 8 | 1.3 | 203 | 33.7 |
| 191 | 5 | 0.8 | 208 | 34.5 |
| 192 | 2 | 0.3 | 210 | 34.8 |
| 194 | 1 | 0.2 | 211 | 35.0 |
| 195 | 3 | 0.5 | 214 | 35.5 |
| 196 | 2 | 0.3 | 216 | 35.8 |
| 197 | 2 | 0.3 | 218 | 36.2 |
| 199 | 1 | 0.2 | 219 | 36.3 |
| 200 | 13 | 2.2 | 232 | 38.5 |
| 201 | 6 | 1.0 | 238 | 39.5 |
| 202 | 3 | 0.5 | 241 | 40.0 |
| 203 | 2 | 0.3 | 243 | 40.3 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=MOTOR VEHICLE ----------

TOTAL TIME SPENT AT FORT GARRY

| FTIME | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| 204 | 3 | 0.5 | 246 | 40.8 |
| 205 | 10 | 1.7 | 256 | 42.5 |
| 206 | 2 | 0.3 | 258 | 42.8 |
| 207 | 3 | 0.5 | 261 | 43.3 |
| 208 | 3 | 0.5 | 264 | 43.8 |
| 209 | 2 | 0.3 | 266 | 44.1 |
| 210 | 20 | 3.3 | 286 | 47.4 |
| 211 | 4 | 0.7 | 290 | 48.1 |
| 212 | 1 | 0.2 | 291 | 48.3 |
| 213 | 2 | 0.3 | 293 | 48.6 |
| 214 | 1 | 0.2 | 294 | 48.8 |
| 215 | 8 | 1.3 | 302 | 50.1 |
| 216 | 5 | 0.8 | 307 | 50.9 |
| 217 | 3 | 0.5 | 310 | 51.4 |
| 218 | 1 | 0.2 | 311 | 51.6 |
| 219 | 1 | 0.2 | 312 | 51.7 |
| 220 | 14 | 2.3 | 326 | 54.1 |
| 221 | 4 | 0.7 | 330 | 54.7 |
| 222 | 2 | 0.3 | 332 | 55.1 |
| 224 | 3 | 0.5 | 335 | 55.6 |
| 225 | 8 | 1.3 | 343 | 56.9 |
| 226 | 2 | 0.3 | 345 | 57.2 |
| 228 | 1 | 0.2 | 346 | 57.4 |
| 230 | 10 | 1.7 | 356 | 59.0 |
| 231 | 2 | 0.3 | 358 | 59.4 |
| 235 | 7 | 1.2 | 365 | 60.5 |
| 236 | 1 | 0.2 | 366 | 60.7 |
| 240 | 5 | 0.8 | 371 | 61.5 |
| 241 | 1 | 0.2 | 372 | 61.7 |
| 242 | 2 | 0.3 | 374 | 62.0 |
| 244 | 3 | 0.5 | 377 | 62.5 |
| 245 | 3 | 0.5 | 380 | 63.0 |
| 248 | 1 | 0.2 | 381 | 63.2 |
| 249 | 1 | 0.2 | 382 | 63.3 |
| 250 | 8 | 1.3 | 390 | 64.7 |
| 251 | 5 | 0.8 | 395 | 65.5 |
| 252 | 5 | 0.8 | 400 | 66.3 |
| 255 | 7 | 1.2 | 407 | 67.5 |
| 256 | 1 | 0.2 | 408 | 67.7 |
| 257 | 1 | 0.2 | 409 | 67.8 |
| 262 | 1 | 0.2 | 410 | 68.0 |
| 265 | 3 | 0.5 | 413 | 68.5 |
| 266 | 1 | 0.2 | 414 | 68.7 |
| 268 | 1 | 0.2 | 415 | 68.8 |
| 270 | 8 | 1.3 | 423 | 70.1 |
| 271 | 1 | 0.2 | 424 | 70.3 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

TOTAL TIME SPENT AT FORT GARRY

| FTIME | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| 272 | 1 | 0.2 | 425 | 70.5 |
| 273 | 2 | 0.3 | 427 | 70.8 |
| 274 | 1 | 0.2 | 428 | 71.0 |
| 275 | 4 | 0.7 | 432 | 71.6 |
| 277 | 1 | 0.2 | 433 | 71.8 |
| 280 | 8 | 1.3 | 441 | 73.1 |
| 281 | 1 | 0.2 | 442 | 73.3 |
| 282 | 3 | 0.5 | 445 | 73.8 |
| 283 | 1 | 0.2 | 446 | 74.0 |
| 284 | 1 | 0.2 | 447 | 74.1 |
| 285 | 4 | 0.7 | 451 | 74.8 |
| 286 | 1 | 0.2 | 452 | 75.0 |
| 287 | 1 | 0.2 | 453 | 75.1 |
| 288 | 1 | 0.2 | 454 | 75.3 |
| 290 | 8 | 1.3 | 462 | 76.6 |
| 291 | 1 | 0.2 | 463 | 76.8 |
| 292 | 1 | 0.2 | 464 | 76.9 |
| 295 | 2 | 0.3 | 466 | 77.3 |
| 296 | 1 | 0.2 | 467 | 77.4 |
| 297 | 2 | 0.3 | 469 | 77.8 |
| 299 | 1 | 0.2 | 470 | 77.9 |
| 300 | 8 | 1.3 | 478 | 79.3 |
| 301 | 2 | 0.3 | 480 | 79.6 |
| 302 | 3 | 0.5 | 483 | 80.1 |
| 303 | 1 | 0.2 | 484 | 80.3 |
| 304 | 1 | 0.2 | 485 | 80.4 |
| 305 | 7 | 1.2 | 492 | 81.6 |
| 306 | 1 | 0.2 | 493 | 81.8 |
| 309 | 1 | 0.2 | 494 | 81.9 |
| 310 | 7 | 1.2 | 501 | 83.1 |
| 311 | 5 | 0.8 | 506 | 83.9 |
| 313 | 1 | 0.2 | 507 | 84.1 |
| 315 | 4 | 0.7 | 511 | 84.7 |
| 316 | 1 | 0.2 | 512 | 84.9 |
| 318 | 1 | 0.2 | 513 | 85.1 |
| 320 | 8 | 1.3 | 521 | 86.4 |
| 321 | 4 | 0.7 | 525 | 87.1 |
| 322 | 2 | 0.3 | 527 | 87.4 |
| 323 | 2 | 0.3 | 529 | 87.7 |
| 326 | 2 | 0.3 | 531 | 88.1 |
| 328 | 1 | 0.2 | 532 | 88.2 |
| 330 | 6 | 1.0 | 538 | 89.2 |
| 331 | 1 | 0.2 | 539 | 89.4 |
| 332 | 2 | 0.3 | 541 | 89.7 |
| 333 | 1 | 0.2 | 542 | 89.9 |
| 335 | 4 | 0.7 | 546 | 90.5 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-MOTOR VEHICLE ----------

TOTAL TIME SPENT AT FORT GARRY

| FTIME | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| 340 | 1 | 0.2 | 547 | 90.7 |
| 341 | 1 | 0.2 | 548 | 90.9 |
| 342 | 1 | 0.2 | 549 | 91.0 |
| 345 | 3 | 0.5 | 552 | 91.5 |
| 350 | 3 | 0.5 | 555 | 92.0 |
| 352 | 1 | 0.2 | 556 | 92.2 |
| 353 | 1 | 0.2 | 557 | 92.4 |
| 355 | 2 | 0.3 | 559 | 92.7 |
| 363 | 1 | 0.2 | 560 | 92.9 |
| 370 | 2 | 0.3 | 562 | 93.2 |
| 373 | 1 | 0.2 | 563 | 93.4 |
| 376 | 1 | 0.2 | 564 | 93.5 |
| 380 | 1 | 0.2 | 565 | 93.7 |
| 381 | 1 | 0.2 | 566 | 93.9 |
| 384 | 1 | 0.2 | 567 | 94.0 |
| 385 | 1 | 0.2 | 568 | 94.2 |
| 390 | 2 | 0.3 | 570 | 94.5 |
| 391 | 1 | 0.2 | 571 | 94.7 |
| 392 | 3 | 0.5 | 574 | 95.2 |
| 395 | 2 | 0.3 | 576 | 95.5 |
| 397 | 1 | 0.2 | 577 | 95.7 |
| 400 | 1 | 0.2 | 578 | 95.9 |
| 401 | 1 | 0.2 | 579 | 96.0 |
| 404 | 2 | 0.3 | 581 | 96.4 |
| 407 | 1 | 0.2 | 582 | 96.5 |
| 410 | 3 | 0.5 | 585 | 97.0 |
| 412 | 1 | 0.2 | 586 | 97.2 |
| 415 | 1 | 0.2 | 587 | 97.3 |
| 420 | 2 | 0.3 | 589 | 97.7 |
| 421 | 1 | 0.2 | 590 | 97.8 |
| 435 | 1 | 0.2 | 591 | 98.0 |
| 440 | 1 | 0.2 | 592 | 98.2 |
| 455 | 1 | 0.2 | 593 | 98.3 |
| 465 | 1 | 0.2 | 594 | 98.5 |
| 472 | 1 | 0.2 | 595 | 98.7 |
| 477 | 1 | 0.2 | 596 | 98.8 |
| 490 | 1 | 0.2 | 597 | 99.0 |
| 506 | 1 | 0.2 | 598 | 99.2 |
| 515 | 2 | 0.3 | 600 | 99.5 |
| 520 | 2 | 0.3 | 602 | 99.8 |
| 523 | 1 | 0.2 | 603 | 100.0 |

**Frequency Missing = 18**

# APPENDIX 4
# ONE-WAY TABLES
# BUS AND BOAT TOURS

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=BUS/BOAT ----------

TRAVEL MODE

| TRMODE | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| BUS/BOAT | 224 | 100.0 | 224 | 100.0 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

PARTY SIZE

| NPARTY | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| R | 1 | . | . | . |
| 1 | 1 | 0.4 | 1 | 0.4 |
| 4 | 1 | 0.4 | 2 | 0.9 |
| 5 | 2 | 0.9 | 4 | 1.8 |
| 6 | 2 | 0.9 | 6 | 2.7 |
| 9 | 3 | 1.3 | 9 | 4.0 |
| 12 | 1 | 0.4 | 10 | 4.5 |
| 13 | 2 | 0.9 | 12 | 5.4 |
| 14 | 1 | 0.4 | 13 | 5.8 |
| 15 | 4 | 1.8 | 17 | 7.6 |
| 16 | 5 | 2.2 | 22 | 9.9 |
| 18 | 2 | 0.9 | 24 | 10.8 |
| 19 | 7 | 3.1 | 31 | 13.9 |
| 20 | 1 | 0.4 | 32 | 14.3 |
| 23 | 11 | 4.9 | 43 | 19.3 |
| 25 | 3 | 1.3 | 46 | 20.6 |
| 26 | 3 | 1.3 | 49 | 22.0 |
| 28 | 3 | 1.3 | 52 | 23.3 |
| 29 | 2 | 0.9 | 54 | 24.2 |
| 30 | 6 | 2.7 | 60 | 26.9 |
| 32 | 4 | 1.8 | 64 | 28.7 |
| 33 | 11 | 4.9 | 75 | 33.6 |
| 34 | 2 | 0.9 | 77 | 34.5 |
| 35 | 4 | 1.8 | 81 | 36.3 |
| 37 | 11 | 4.9 | 92 | 41.3 |
| 38 | 9 | 4.0 | 101 | 45.3 |
| 39 | 3 | 1.3 | 104 | 46.6 |
| 42 | 6 | 2.7 | 110 | 49.3 |
| 43 | 3 | 1.3 | 113 | 50.7 |
| 44 | 6 | 2.7 | 119 | 53.4 |
| 45 | 14 | 6.3 | 133 | 59.6 |
| 46 | 6 | 2.7 | 139 | 62.3 |
| 47 | 4 | 1.8 | 143 | 64.1 |
| 49 | 4 | 1.8 | 147 | 65.9 |
| 50 | 15 | 6.7 | 162 | 72.6 |
| 53 | 1 | 0.4 | 163 | 73.1 |
| 54 | 6 | 2.7 | 169 | 75.8 |
| 55 | 4 | 1.8 | 173 | 77.6 |
| 56 | 5 | 2.2 | 178 | 79.8 |
| 58 | 6 | 2.7 | 184 | 82.5 |
| 65 | 4 | 1.8 | 188 | 84.3 |
| 70 | 6 | 2.7 | 194 | 87.0 |
| 71 | 2 | 0.9 | 196 | 87.9 |
| 73 | 6 | 2.7 | 202 | 90.6 |
| 77 | 12 | 5.4 | 214 | 96.0 |
| 80 | 5 | 2.2 | 219 | 98.2 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=BUS/BOAT ----------

PARTY SIZE

| NPARTY | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| 94 | 4 | 1.8 | 223 | 100.0 |

Frequency Missing = 1

SURVEY HANDOUT DATE

| DATE | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| 10889 | 6 | 2.7 | 6 | 2.7 |
| 20789 | 6 | 2.7 | 12 | 5.4 |
| 20989 | 13 | 5.8 | 25 | 11.2 |
| 30789 | 3 | 1.3 | 28 | 12.5 |
| 30889 | 2 | 0.9 | 30 | 13.4 |
| 40989 | 13 | 5.8 | 43 | 19.2 |
| 100689 | 8 | 3.6 | 51 | 22.8 |
| 110689 | 7 | 3.1 | 58 | 25.9 |
| 120889 | 16 | 7.1 | 74 | 33.0 |
| 140889 | 16 | 7.1 | 90 | 40.2 |
| 150789 | 18 | 8.0 | 108 | 48.2 |
| 160989 | 9 | 4.0 | 117 | 52.2 |
| 170689 | 5 | 2.2 | 122 | 54.5 |
| 170789 | 11 | 4.9 | 133 | 59.4 |
| 180889 | 4 | 1.8 | 137 | 61.2 |
| 190689 | 2 | 0.9 | 139 | 62.1 |
| 190789 | 14 | 6.2 | 153 | 68.3 |
| 200889 | 8 | 3.6 | 161 | 71.9 |
| 210689 | 1 | 0.4 | 162 | 72.3 |
| 230989 | 7 | 3.1 | 169 | 75.4 |
| 240989 | 4 | 1.8 | 173 | 77.2 |
| 250689 | 4 | 1.8 | 177 | 79.0 |
| 280789 | 9 | 4.0 | 186 | 83.0 |
| 290789 | 11 | 4.9 | 197 | 87.9 |
| 300789 | 7 | 3.1 | 204 | 91.1 |
| 300889 | 13 | 5.8 | 217 | 96.9 |
| 310789 | 7 | 3.1 | 224 | 100.0 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

FIRST VISIT TO LOWER FORT GARRY

| Q1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| YES | 150 | 67.3 | 150 | 67.3 |
| NO | 73 | 32.7 | 223 | 100.0 |

Frequency Missing = 1

# VISITS TO LOWER FORT GARRY PAST 2 YRS

| Q1B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 2 | . | . | . |
| NOT APPLICABLE | 150 | . | . | . |
| 1 | 32 | 44.4 | 32 | 44.4 |
| 2 | 26 | 36.1 | 58 | 80.6 |
| 3 | 5 | 6.9 | 63 | 87.5 |
| 4 | 3 | 4.2 | 66 | 91.7 |
| 5 | 1 | 1.4 | 67 | 93.1 |
| 6 | 1 | 1.4 | 68 | 94.4 |
| 7 | 2 | 2.8 | 70 | 97.2 |
| 10 | 1 | 1.4 | 71 | 98.6 |
| 20 | 1 | 1.4 | 72 | 100.0 |

Frequency Missing = 152

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

MAIN REASON FOR VISITING THE FORT TODAY

| Q2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| LEARN HISTORY | 12 | 5.4 | 12 | 5.4 |
| SIGHTSEEING | 43 | 19.3 | 55 | 24.7 |
| OUTING W FRIENDS | 26 | 11.7 | 81 | 36.3 |
| BUS/BOAT TOUR | 114 | 51.1 | 195 | 87.4 |
| OTHER | 3 | 1.3 | 198 | 88.8 |
| MULTIPLE | 25 | 11.2 | 223 | 100.0 |

Frequency Missing = 1

LOWER FORT GARRY MAIN DESTINATION TODAY

| Q3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 1 | . | . | . |
| YES | 130 | 58.3 | 130 | 58.3 |
| NO, BUT PLANNED | 80 | 35.9 | 210 | 94.2 |
| NO, UNPLANNED | 13 | 5.8 | 223 | 100.0 |

Frequency Missing = 1

WHERE FIRST HEAR OF LOWER FORT GARRY

| Q4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| NOT APPLICABLE | 13 | . | . | . |
| TOURIST LIT/MAPS | 70 | 33.7 | 70 | 33.7 |
| LFG BROCHURES | 9 | 4.3 | 79 | 38.0 |
| WORD OF MOUTH | 45 | 21.6 | 124 | 59.6 |
| ROAD SIGNS | 1 | 0.5 | 125 | 60.1 |
| TEXTS/HISTORY | 19 | 9.1 | 144 | 69.2 |
| CANNOT REMEMBER | 39 | 18.8 | 183 | 88.0 |
| OTHER | 25 | 12.0 | 208 | 100.0 |

Frequency Missing = 16

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

VISIT INFO - TOURIST LITERATURE OR MAPS

| Q5_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| NOT APPLICABLE | 13 | . | . | . |
| NOT CHECKED | 104 | 50.0 | 104 | 50.0 |
| CHECKED | 104 | 50.0 | 208 | 100.0 |

Frequency Missing = 16

VISIT INFO - LOWER FORT GARRY BROCHURES

| Q5_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| NOT APPLICABLE | 13 | . | . | . |
| NOT CHECKED | 174 | 83.7 | 174 | 83.7 |
| CHECKED | 34 | 16.3 | 2( | 100.0 |

Frequency Missing = 16

VISIT PLANNING INFO - WORD OF MOUTH

| Q5_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| NOT APPLICABLE | 13 | . | . | . |
| NOT CHECKED | 172 | 82.7 | 172 | 82.7 |
| CHECKED | 36 | 17.3 | 208 | 100.0 |

Frequency Missing = 16

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=BUS/BOAT ----------

VISIT PLANNING INFO - ROAD SIGNS

| Q5_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| NOT APPLICABLE | 13 | . | . | . |
| NOT CHECKED | 207 | 99.5 | 207 | 99.5 |
| CHECKED | 1 | 0.5 | 208 | 100.0 |

Frequency Missing = 16

VISIT PLANNING INFO - TELEPHONE

| Q5_5 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| NOT APPLICABLE | 13 | . | . | . |
| NOT CHECKED | 201 | 96.6 | 201 | 96.6 |
| CHECKED | 7 | 3.4 | 208 | 100.0 |

Frequency Missing = 16

VISIT PLANNING INFO - PREVIOUS VISIT(S)

| Q5_6 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| NOT APPLICABLE | 13 | . | . | . |
| NOT CHECKED | 173 | 83.2 | 173 | 83.2 |
| CHECKED | 35 | 16.8 | 208 | 100.0 |

Frequency Missing = 16

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=BUS/BOAT ----------

VISIT PLANNING INFO - OTHER SOURCE

| Q5_7 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| NOT APPLICABLE | 13 | . | . | . |
| NOT CHECKED | 178 | 85.6 | 178 | 85.6 |
| CHECKED | 30 | 14.4 | 208 | 100.0 |

Frequency Missing = 16

I DID NOT PLAN THIS VISIT

| Q5_8 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 3 | . | . | . |
| NOT APPLICABLE | 13 | . | . | . |
| NOT CHECKED | 178 | 85.6 | 178 | 85.6 |
| CHECKED | 30 | 14.4 | 208 | 100.0 |

Frequency Missing = 16

WHICH INFORMATION WAS MOST HELPFUL

| Q5B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 64 | . | . | . |
| NOT APPLICABLE | 43 | . | . | . |
| TOURIST LIT/MAPS | 53 | 45.3 | 53 | 45.3 |
| LFG BROCHURES | 16 | 13.7 | 69 | 59.0 |
| WORD OF MOUTH | 14 | 12.0 | 83 | 70.9 |
| ROAD SIGNS | 2 | 1.7 | 85 | 72.6 |
| TELEPHONE | 5 | 4.3 | 90 | 76.9 |
| PREV VISITS | 13 | 11.1 | 103 | 88.0 |
| OTHER | 13 | 11.1 | 116 | 99.1 |
| NOT PLAN VISIT | 1 | 0.9 | 117 | 100.0 |

Frequency Missing = 107

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

TIME OF ARRIVAL AT LOWER FORT GARRY

| Q6 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 8 | . | . | . |
| 9 - 10 | 34 | 15.7 | 34 | 15.7 |
| 10 - 11 | 16 | 7.4 | 50 | 23.1 |
| 11 - 12 | 12 | 5.6 | 62 | 28.7 |
| 12 - 1 | 122 | 56.5 | 184 | 85.2 |
| 1 - 2 | 16 | 7.4 | 200 | 92.6 |
| 2 - 3 | 5 | 2.3 | 205 | 94.9 |
| 3 - 4 | 5 | 2.3 | 210 | 97.2 |
| 4 - 5 | 4 | 1.9 | 214 | 99.1 |
| 5 - 6 | 2 | 0.9 | 216 | 100.0 |

Frequency Missing = 8

# PEOPLE IN PARTY TRAVELLING WITH TODAY

| Q7 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 224 | . | . | . |

Frequency Missing = 224

ANY PEOPLE IN PARTY AGE 16 OR YOUNGER

| Q7B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 224 | . | . | . |

Frequency Missing = 224

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

# PEOPLE IN PARTY AGE 16 YRS OR YOUNGER

| Q7C | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 224 | . | . | . |

Frequency Missing = 224

VISIBILITY OF SIGNS ON HIGHWAY 9

| Q8_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 224 | . | . | . |

Frequency Missing = 224

HELPFULNESS OF THE KIOSK ATTENDANT

| Q8_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 224 | . | . | . |

Frequency Missing = 224

DIRECTIONS TO VISITOR RECEPTION CENTRE

| Q8_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 224 | . | . | . |

Frequency Missing = 224

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=BUS/BOAT ----------

COMMENTS ON ARRIVAL FACILITIES/SERVICES

| Q8_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 224 | . | . | . |

Frequency Missing = 224

AMOUNT OF INFO PROVIDED BY TOUR OPERATOR

| Q9_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 15 | . | . | . |
| SATISFIED | 149 | 71.3 | 149 | 71.3 |
| DISSATISFIED | 14 | 6.7 | 163 | 78.0 |
| DID NOT RECIEVE | 46 | 22.0 | 209 | 100.0 |

Frequency Missing = 15

QUALITY OF INFO PROVIDED BY TOUR OPERATR

| Q9_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 24 | . | . | . |
| SATISFIED | 138 | 69.0 | 138 | 69.0 |
| DISSATISFIED | 14 | 7.0 | 152 | 76.0 |
| DID NOT RECIEVE | 48 | 24.0 | 200 | 100.0 |

Frequency Missing = 24

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

GREETING BY LOWER FORT GARRY STAFF

| Q9_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 11 | . | . | . |
| SATISFIED | 187 | 87.8 | 187 | 87.8 |
| DISSATISFIED | 8 | 3.8 | 195 | 91.5 |
| DID NOT RECIEVE | 18 | 8.5 | 213 | 100.0 |

Frequency Missing = 11

COMMENTS ON ARRIVAL FACILITIES/SERVICES

| Q9_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 168 | . | . | . |
| POSITIVE COMMENT | 23 | 41.1 | 23 | 41.1 |
| NEGATIVE COMMENT | 18 | 32.1 | 41 | 73.2 |
| SUGGESTED CHANGE | 15 | 26.8 | 56 | 100.0 |

Frequency Missing = 168

SPEND TIME AT VISITOR RECEPTION CENTRE

| Q10 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 4 | . | . | . |
| YES | 135 | 61.4 | 135 | 61.4 |
| NO | 85 | 38.6 | 220 | 100.0 |

Frequency Missing = 4

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

MINUTES SPENT VISITOR RECEPTION CENTRE

| Q10BM | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| NOT APPLICABLE | 85 | . | . | . |
| 5 | 2 | 1.5 | 2 | 1.5 |
| 10 | 14 | 10.6 | 16 | 12.1 |
| 15 | 20 | 15.2 | 36 | 27.3 |
| 20 | 21 | 15.9 | 57 | 43.2 |
| 25 | 2 | 1.5 | 59 | 44.7 |
| 30 | 32 | 24.2 | 91 | 68.9 |
| 35 | 6 | 4.5 | 97 | 73.5 |
| 40 | 2 | 1.5 | 99 | 75.0 |
| 45 | 10 | 7.6 | 109 | 82.6 |
| 50 | 2 | 1.5 | 111 | 84.1 |
| 60 | 12 | 9.1 | 123 | 93.2 |
| 90 | 3 | 2.3 | 126 | 95.5 |
| 120 | 5 | 3.8 | 131 | 99.2 |
| 240 | 1 | 0.8 | 132 | 100.0 |

Frequency Missing = 92

VIEWED THE MUSEUM EXHIBIT AT CENTRE

| Q11_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 21 | . | . | . |
| NOT APPLICABLE | 85 | . | . | . |
| YES | 92 | 78.0 | 92 | 78.0 |
| NO | 18 | 15.3 | 110 | 93.2 |
| NOT AWARE OF IT | 8 | 6.8 | 118 | 100.0 |

Frequency Missing = 106

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=BUS/BOAT ----------

VIEWED THE SLIDE SHOW AT CENTRE

| Q11_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 29 | . | . | . |
| NOT APPLICABLE | 85 | . | . | . |
| YES | 62 | 56.4 | 62 | 56.4 |
| NO | 37 | 33.6 | 99 | 90.0 |
| NOT AWARE OF IT | 11 | 10.0 | 110 | 100.0 |

Frequency Missing = 114

VIEWED SOUVENIRS IN THE GIFT SHOP

| Q11_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 14 | . | . | . |
| NOT APPLICABLE | 85 | . | . | . |
| YES | 114 | 91.2 | 114 | 91.2 |
| NO | 8 | 6.4 | 122 | 97.6 |
| NOT AWARE OF IT | 3 | 2.4 | 125 | 100.0 |

Frequency Missing = 99

PURCHASED FOOD OR DRINK AT CENTRE

| Q11_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 31 | . | . | . |
| NOT APPLICABLE | 85 | . | . | . |
| YES | 71 | 65.7 | 71 | 65.7 |
| NO | 36 | 33.3 | 107 | 99.1 |
| NOT AWARE OF IT | 1 | 0.9 | 108 | 100.0 |

Frequency Missing = 116

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

USED THE WASHROOM AT RECEPTION CENTRE

| Q11_5 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 15 | . | . | . |
| NOT APPLICABLE | 85 | . | . | . |
| YES | 104 | 83.9 | 104 | 83.9 |
| NO | 19 | 15.3 | 123 | 99.2 |
| NOT AWARE OF IT | 1 | 0.8 | 124 | 100.0 |

Frequency Missing = 100

COMMENTS ON VISITOR RECEPTION CENTRE

| Q11_6 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 85 | . | . | . |
| NOT APPLICABLE | 86 | . | . | . |
| POSITIVE COMMENT | 38 | 71.7 | 38 | 71.7 |
| NEGATIVE COMMENT | 5 | 9.4 | 43 | 81.1 |
| SUGGESTED CHANGE | 10 | 18.9 | 53 | 100.0 |

Frequency Missing = 171

WHY NOT VISIT VISITOR RECEPTION CENTRE

| Q12 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 8 | . | . | . |
| NOT APPLICABLE | 135 | . | . | . |
| NOT ENOUGH TIME | 48 | 59.3 | 48 | 59.3 |
| NOT AWARE OF IT | 19 | 23.5 | 67 | 82.7 |
| VISITED BEFORE | 3 | 3.7 | 70 | 86.4 |
| NOT INTERESTED | 1 | 1.2 | 71 | 87.7 |
| COULD NOT FIND | 2 | 2.5 | 73 | 90.1 |
| OTHER/MULTIPLE | 8 | 9.9 | 81 | 100.0 |

Frequency Missing = 143

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

ACCESS FOR THE HANDICAPPED

| Q13_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 51 | . | . | . |
| SATISFIED | 45 | 26.0 | 45 | 26.0 |
| DISSATISFIED | 5 | 2.9 | 50 | 28.9 |
| N/A TO MY VISIT | 123 | 71.1 | 173 | 100.0 |

Frequency Missing = 51

AVAILABILITY OF WASHROOMS AROUND SITE

| Q13_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 36 | . | . | . |
| SATISFIED | 177 | 94.1 | 177 | 94.1 |
| DISSATISFIED | 11 | 5.9 | 188 | 100.0 |

Frequency Missing = 36

FRIENDLINESS OF STAFF

| Q13_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 18 | . | . | . |
| SATISFIED | 205 | 99.5 | 205 | 99.5 |
| DISSATISFIED | 1 | 0.5 | 206 | 100.0 |

Frequency Missing = 18

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=BUS/BOAT ----------

MAINTENANCE OF THE BUILDINGS

| Q13_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 24 | . | . | . |
| SATISFIED | 196 | 98.0 | 196 | 98.0 |
| DISSATISFIED | 4 | 2.0 | 200 | 100.0 |

Frequency Missing = 24

AMOUNT OF INFORMATION PRESENTED

| Q13_5 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 27 | . | . | . |
| SATISFIED | 175 | 88.8 | 175 | 88.8 |
| DISSATISFIED | 22 | 11.2 | 197 | 100.0 |

Frequency Missing = 27

QUALITY OF INFORMATION PRESENTED

| Q13_6 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 30 | . | . | . |
| SATISFIED | 178 | 91.8 | 178 | 91.8 |
| DISSATISFIED | 16 | 8.2 | 194 | 100.0 |

Frequency Missing = 30

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

SUGGESTIONS TO IMPROVE LOWER FORT GARRY

| Q13B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 136 | . | . | . |
| POSITIVE COMMENT | 13 | 14.8 | 13 | 14.8 |
| NEGATIVE COMMENT | 8 | 9.1 | 21 | 23.9 |
| SUGGESTED CHANGE | 67 | 76.1 | 88 | 100.0 |

Frequency Missing = 136

DEVELOPMENT - MORE HANDS-ON EXHIBITS

| Q14_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 32 | . | . | . |
| NOT CHECKED | 122 | 63.5 | 122 | 63.5 |
| CHECKED | 70 | 36.5 | 192 | 100.0 |

Frequency Missing = 32

DEVELOPMENT - MORE PICNIC SITES/SHELTER

| Q14_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 32 | . | . | . |
| NOT CHECKED | 165 | 85.9 | 165 | 85.9 |
| CHECKED | 27 | 14.1 | 192 | 100.0 |

Frequency Missing = 32

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=BUS/BOAT ----------

DEVELOPMENT-RESTAURANT W FOOD OF PERIOD

| Q14_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 32 | . | . | . |
| NOT CHECKED | 109 | 56.8 | 109 | 56.8 |
| CHECKED | 83 | 43.2 | 192 | 100.0 |

Frequency Missing = 32

DEVELOPMENT-FARM W PERIOD ANIMALS/CROPS

| Q14_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 32 | . | . | . |
| NOT CHECKED | 89 | 46.4 | 89 | 46.4 |
| CHECKED | 103 | 53.6 | 192 | 100.0 |

Frequency Missing = 32

DEVELOPMENT-STAFF IN PERIOD CLOTHING

| Q14_5 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 32 | . | . | . |
| NOT CHECKED | 140 | 72.9 | 140 | 72.9 |
| CHECKED | 52 | 27.1 | 192 | 100.0 |

Frequency Missing = 32

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

DEVELOPMENT-LESS BUILDING/MORE TEACHING

| Q14_6 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 32 | . | . | . |
| NOT CHECKED | 169 | 88.0 | 169 | 88.0 |
| CHECKED | 23 | 12.0 | 192 | 100.0 |

Frequency Missing = 32

DEVELOPMENT - MORE SPECIAL EVENTS

| Q14_7 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 32 | . | . | . |
| NOT CHECKED | 170 | 88.5 | 170 | 88.5 |
| CHECKED | 22 | 11.5 | 192 | 100.0 |

Frequency Missing = 32

DEVELOPMENT - OTHER DEVELOPMENT

| Q14_8 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 32 | . | . | . |
| NOT CHECKED | 170 | 88.5 | 170 | 88.5 |
| CHECKED | 22 | 11.5 | 192 | 100.0 |

Frequency Missing = 32

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

WHAT IS MOST IMPORTANT FUTURE DEVELOPMNT

| Q14B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 58 | . | . | . |
| HANDS-ON EXHIBTS | 45 | 27.1 | 45 | 27.1 |
| PICNIC SITE/SHEL | 5 | 3.0 | 50 | 30.1 |
| RESTAURANT | 19 | 11.4 | 69 | 41.6 |
| OPERATING FARM | 43 | 25.9 | 112 | 67.5 |
| MORE COSTUMES | 18 | 10.8 | 130 | 78.3 |
| MORE TEACHING | 17 | 10.2 | 147 | 88.6 |
| SPECIAL EVENTS | 10 | 6.0 | 157 | 94.6 |
| OTHER DEVELOPMNT | 9 | 5.4 | 166 | 100.0 |

Frequency Missing = 58

MINUTES INTENDED TO SPEND AT THE FORT

| Q15M | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| DO NOT KNOW | 1 | . | . | . |
| NO RESPONSE | 11 | . | . | . |
| 30 | 4 | 1.9 | 4 | 1.9 |
| 35 | 1 | 0.5 | 5 | 2.4 |
| 45 | 5 | 2.4 | 10 | 4.7 |
| 50 | 1 | 0.5 | 11 | 5.2 |
| 60 | 66 | 31.1 | 77 | 36.3 |
| 75 | 2 | 0.9 | 79 | 37.3 |
| 90 | 54 | 25.5 | 133 | 62.7 |
| 120 | 48 | 22.6 | 181 | 85.4 |
| 180 | 28 | 13.2 | 209 | 98.6 |
| 240 | 3 | 1.4 | 212 | 100.0 |

Frequency Missing = 12

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

PREFERRED OFFICIAL LANGUAGE

| Q16 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 5 | . | . | . |
| ENGLISH | 216 | 98.6 | 216 | 98.6 |
| FRENCH | 3 | 1.4 | 219 | 100.0 |

Frequency Missing = 5

BOTH LANGUAGES ADEQUATELY SERVICED

| Q16B | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 7 | . | . | . |
| YES | 95 | 43.8 | 95 | 43.8 |
| NO | 7 | 3.2 | 102 | 47.0 |
| KNOW ONLY ONE | 115 | 53.0 | 217 | 100.0 |

Frequency Missing = 7

WHAT SERVICE LACKING IN EITHER LANGUAGE

| Q16C | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NOT APPLICABLE | 217 | . | . | . |
| NEGATIVE COMMENT | 6 | 85.7 | 6 | 85.7 |
| SUGGESTED CHANGE | 1 | 14.3 | 7 | 100.0 |

Frequency Missing = 217

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

# VISITS TO HISTORIC SITES IN PAST 2 YRS

| Q17 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 19 | . | . | . |
| 1 | 66 | 32.2 | 66 | 32.2 |
| 2 | 29 | 14.1 | 95 | 46.3 |
| 3 | 17 | 8.3 | 112 | 54.6 |
| 4 | 20 | 9.8 | 132 | 64.4 |
| 5 | 18 | 8.8 | 150 | 73.2 |
| 6 | 21 | 10.2 | 171 | 83.4 |
| 7 | 5 | 2.4 | 176 | 85.9 |
| 8 | 2 | 1.0 | 178 | 86.8 |
| 9 | 2 | 1.0 | 180 | 87.8 |
| 10 | 8 | 3.9 | 188 | 91.7 |
| 12 | 3 | 1.5 | 191 | 93.2 |
| 15 | 2 | 1.0 | 193 | 94.1 |
| 16 | 1 | 0.5 | 194 | 94.6 |
| 20 | 7 | 3.4 | 201 | 98.0 |
| 25 | 1 | 0.5 | 202 | 98.5 |
| 30 | 1 | 0.5 | 203 | 99.0 |
| 35 | 1 | 0.5 | 204 | 99.5 |
| 55 | 1 | 0.5 | 205 | 100.0 |

Frequency Missing = 19

GENDER

| Q18 | Frequency | Percent | Cumulative Frequency | Gumulative Percent |
|---|---|---|---|---|
| NO RESPONSE | 12 | . | . | . |
| FEMALE | 156 | 73.6 | 156 | 73.6 |
| MALE | 56 | 26.4 | 212 | 100.0 |

Frequency Missing = 12

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

AGE OF RESPONDENT (COLLAPSED)

| NAGE | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| R | 7 | . | . | . |
| 18-24 | 16 | 7.4 | 16 | 7.4 |
| 25-39 | 46 | 21.2 | 62 | 28.6 |
| 40-64 | 85 | 39.2 | 147 | 67.7 |
| 65 AND OVER | 70 | 32.3 | 217 | 100.0 |

Frequency Missing = 7

FOOD & BEVERAGE - SELKIRK/LOCKPORT

| Q20_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| DO NOT KNOW | 2 | . | . | . |
| NO RESPONSE | 85 | . | . | . |
| NOT APPLICABLE | 17 | . | . | . |
| $ 0 | 55 | 45.8 | 55 | 45.8 |
| $ 1 - 5 | 9 | 7.5 | 64 | 53.3 |
| $ 5 - 10 | 13 | 10.8 | 77 | 64.2 |
| $10 - 25 | 22 | 18.3 | 99 | 82.5 |
| $25 OR MORE | 21 | 17.5 | 120 | 100.0 |

Frequency Missing = 104

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

ACCOMODATION - SELKIRK/LOCKPORT

| Q20_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| A | 17 | . | . | . |
| D | 2 | . | . | . |
| R | 86 | . | . | . |
| $0.00 | 111 | 93.3 | 111 | 93.3 |
| $30.50 | 1 | 0.8 | 112 | 94.1 |
| $34.00 | 1 | 0.8 | 113 | 95.0 |
| $45.00 | 1 | 0.8 | 114 | 95.8 |
| $69.00 | 1 | 0.8 | 115 | 96.6 |
| $90.00 | 1 | 0.8 | 116 | 97.5 |
| $120.00 | 1 | 0.8 | 117 | 98.3 |
| $150.00 | 1 | 0.8 | 118 | 99.2 |
| $200.00 | 1 | 0.8 | 119 | 100.0 |

Frequency Missing = 105

REC & ENTERTAINMENT-SELKIRK/LOCKPORT

| Q20_3 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| A | 17 | . | . | . |
| D | 2 | . | . | . |
| R | 85 | . | . | . |
| $0.00 | 103 | 85.8 | 103 | 85.8 |
| $4.00 | 1 | 0.8 | 104 | 86.7 |
| $5.00 | 1 | 0.8 | 105 | 87.5 |
| $6.00 | 1 | 0.8 | 106 | 88.3 |
| $7.00 | 1 | 0.8 | 107 | 89.2 |
| $10.00 | 2 | 1.7 | 109 | 90.8 |
| $12.00 | 1 | 0.8 | 110 | 91.7 |
| $15.00 | 1 | 0.8 | 111 | 92.5 |
| $20.00 | 1 | 0.8 | 112 | 93.3 |
| $40.00 | 1 | 0.8 | 113 | 94.2 |
| $50.00 | 2 | 1.7 | 115 | 95.8 |
| $80.00 | 1 | 0.8 | 116 | 96.7 |
| $100.00 | 2 | 1.7 | 118 | 98.3 |
| $110.00 | 1 | 0.8 | 119 | 99.2 |
| $120.00 | 1 | 0.8 | 120 | 100.0 |

Frequency Missing = 104

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

TRANSPORTATION - SELKIRK/LOCKPORT

| Q20_4 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| A | 17 | . | . | . |
| D | 2 | . | . | . |
| R | 85 | . | . | . |
| $0.00 | 97 | 80.8 | 97 | 80.8 |
| $2.00 | 1 | 0.8 | 98 | 81.7 |
| $5.00 | 1 | 0.8 | 99 | 82.5 |
| $9.00 | 1 | 0.8 | 100 | 83.3 |
| $10.00 | 2 | 1.7 | 102 | 85.0 |
| $13.00 | 1 | 0.8 | 103 | 85.8 |
| $14.00 | 1 | 0.8 | 104 | 86.7 |
| $15.00 | 2 | 1.7 | 106 | 88.3 |
| $20.00 | 1 | 0.8 | 107 | 89.2 |
| $24.00 | 1 | 0.8 | 108 | 90.0 |
| $25.00 | 5 | 4.2 | 113 | 94.2 |
| $26.00 | 2 | 1.7 | 115 | 95.8 |
| $30.00 | 2 | 1.7 | 117 | 97.5 |
| $35.00 | 1 | 0.8 | 118 | 98.3 |
| $45.00 | 1 | 0.8 | 119 | 99.2 |
| $80.00 | 1 | 0.8 | 120 | 100.0 |

Frequency Missing = 104

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=BUS/BOAT ----------

OTHER EXPENDITURES - SELKIRK/LOCKPORT

| Q20_5 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| A | 17 | . | . | . |
| D | 2 | . | . | . |
| R | 85 | . | . | . |
| $0.00 | 108 | 90.0 | 108 | 90.0 |
| $1.60 | 1 | 0.8 | 109 | 90.8 |
| $4.50 | 1 | 0.8 | 110 | 91.7 |
| $5.00 | 1 | 0.8 | 111 | 92.5 |
| $6.00 | 1 | 0.8 | 112 | 93.3 |
| $8.00 | 1 | 0.8 | 113 | 94.2 |
| $12.00 | 1 | 0.8 | 114 | 95.0 |
| $25.00 | 1 | 0.8 | 115 | 95.8 |
| $28.00 | 1 | 0.8 | 116 | 96.7 |
| $35.00 | 1 | 0.8 | 117 | 97.5 |
| $36.00 | 1 | 0.8 | 118 | 98.3 |
| $40.00 | 1 | 0.8 | 119 | 99.2 |
| $72.00 | 1 | 0.8 | 120 | 100.0 |

Frequency Missing = 104

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE=BUS/BOAT ----------

TOTAL AMOUNT SPENT IN SELKIRK/LOCKPORT

| Q20_TOT | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| R | 88 | . | . | . |
| $0.00 | 46 | 33.8 | 46 | 33.8 |
| $1.00 | 2 | 1.5 | 48 | 35.3 |
| $1.20 | 1 | 0.7 | 49 | 36.0 |
| $2.00 | 3 | 2.2 | 52 | 38.2 |
| $3.00 | 3 | 2.2 | 55 | 40.4 |
| $4.00 | 2 | 1.5 | 57 | 41.9 |
| $4.50 | 1 | 0.7 | 58 | 42.6 |
| $5.00 | 3 | 2.2 | 61 | 44.9 |
| $5.25 | 1 | 0.7 | 62 | 45.6 |
| $6.00 | 3 | 2.2 | 65 | 47.8 |
| $8.00 | 2 | 1.5 | 67 | 49.3 |
| $9.20 | 1 | 0.7 | 68 | 50.0 |
| $10.00 | 3 | 2.2 | 71 | 52.2 |
| $11.00 | 1 | 0.7 | 72 | 52.9 |
| $12.00 | 2 | 1.5 | 74 | 54.4 |
| $14.00 | 1 | 0.7 | 75 | 55.1 |
| $15.00 | 4 | 2.9 | 79 | 58.1 |
| $16.60 | 1 | 0.7 | 80 | 58.8 |
| $18.00 | 3 | 2.2 | 83 | 61.0 |
| $20.00 | 2 | 1.5 | 85 | 62.5 |
| $22.00 | 1 | 0.7 | 86 | 63.2 |
| $23.00 | 1 | 0.7 | 87 | 64.0 |
| $25.00 | 3 | 2.2 | 90 | 66.2 |
| $26.00 | 2 | 1.5 | 92 | 67.6 |
| $30.00 | 3 | 2.2 | 95 | 69.9 |
| $35.00 | 1 | 0.7 | 96 | 70.6 |
| $36.00 | 2 | 1.5 | 98 | 72.1 |
| $37.00 | 1 | 0.7 | 99 | 72.8 |
| $38.23 | 1 | 0.7 | 100 | 73.5 |
| $39.00 | 1 | 0.7 | 101 | 74.3 |
| $40.00 | 4 | 2.9 | 105 | 77.2 |
| $41.00 | 1 | 0.7 | 106 | 77.9 |
| $45.00 | 1 | 0.7 | 107 | 78.7 |
| $50.00 | 5 | 3.7 | 112 | 82.4 |
| $54.00 | 1 | 0.7 | 113 | 83.1 |
| $60.00 | 1 | 0.7 | 114 | 83.8 |
| $75.00 | 3 | 2.2 | 117 | 86.0 |
| $80.00 | 1 | 0.7 | 118 | 86.8 |
| $91.00 | 1 | 0.7 | 119 | 87.5 |
| $95.00 | 1 | 0.7 | 120 | 88.2 |
| $100.00 | 2 | 1.5 | 122 | 89.7 |
| $105.34 | 1 | 0.7 | 123 | 90.4 |
| $120.00 | 2 | 1.5 | 125 | 91.9 |
| $150.00 | 1 | 0.7 | 126 | 92.6 |
| $185.00 | 1 | 0.7 | 127 | 93.4 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

TOTAL AMOUNT SPENT IN SELKIRK/LOCKPORT

| Q20_TOT | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| $200.00 | 2 | 1.5 | 129 | 94.9 |
| $250.00 | 1 | 0.7 | 130 | 95.6 |
| $255.50 | 1 | 0.7 | 131 | 96.3 |
| $264.00 | 1 | 0.7 | 132 | 97.1 |
| $265.00 | 1 | 0.7 | 133 | 97.8 |
| $325.00 | 1 | 0.7 | 134 | 98.5 |
| $345.00 | 1 | 0.7 | 135 | 99.3 |
| $700.00 | 1 | 0.7 | 136 | 100.0 |

Frequency Missing = 88

TRAVEL MODE (EXIT FORM)

| TRMODE2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| . | 6 | . | . | . |
| CAR/TRK/VAN/MC | 1 | 0.5 | 1 | 0.5 |
| OTHER | 1 | 0.5 | 2 | 0.9 |
| BUS | 128 | 58.7 | 130 | 59.6 |
| BOAT | 88 | 40.4 | 218 | 100.0 |

Frequency Missing = 6

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

PARTY SIZE (EXIT FORM)

| NPARTY2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| . | 6 | . | . | . |
| 2 | 1 | 0.5 | 1 | 0.5 |
| 5 | 2 | 0.9 | 3 | 1.4 |
| 6 | 2 | 0.9 | 5 | 2.3 |
| 9 | 3 | 1.4 | 8 | 3.7 |
| 12 | 1 | 0.5 | 9 | 4.1 |
| 13 | 2 | 0.9 | 11 | 5.0 |
| 15 | 2 | 0.9 | 13 | 6.0 |
| 16 | 6 | 2.8 | 19 | 8.7 |
| 18 | 2 | 0.9 | 21 | 9.6 |
| 19 | 7 | 3.2 | 28 | 12.8 |
| 20 | 1 | 0.5 | 29 | 13.3 |
| 23 | 10 | 4.6 | 39 | 17.9 |
| 25 | 4 | 1.8 | 43 | 19.7 |
| 26 | 3 | 1.4 | 46 | 21.1 |
| 28 | 3 | 1.4 | 49 | 22.5 |
| 29 | 2 | 0.9 | 51 | 23.4 |
| 30 | 6 | 2.8 | 57 | 26.1 |
| 32 | 4 | 1.8 | 61 | 28.0 |
| 33 | 12 | 5.5 | 73 | 33.5 |
| 34 | 3 | 1.4 | 76 | 34.9 |
| 35 | 3 | 1.4 | 79 | 36.2 |
| 37 | 10 | 4.6 | 89 | 40.8 |
| 38 | 8 | 3.7 | 97 | 44.5 |
| 39 | 3 | 1.4 | 100 | 45.9 |
| 42 | 6 | 2.8 | 106 | 48.6 |
| 43 | 3 | 1.4 | 109 | 50.0 |
| 44 | 6 | 2.8 | 115 | 52.8 |
| 45 | 14 | 6.4 | 129 | 59.2 |
| 46 | 6 | 2.8 | 135 | 61.9 |
| 47 | 4 | 1.8 | 139 | 63.8 |
| 49 | 3 | 1.4 | 142 | 65.1 |
| 50 | 15 | 6.9 | 157 | 72.0 |
| 54 | 6 | 2.8 | 163 | 74.8 |
| 55 | 4 | 1.8 | 167 | 76.6 |
| 56 | 5 | 2.3 | 172 | 78.9 |
| 58 | 6 | 2.8 | 178 | 81.7 |
| 65 | 4 | 1.8 | 182 | 83.5 |
| 70 | 6 | 2.8 | 188 | 86.2 |
| 71 | 3 | 1.4 | 191 | 87.6 |
| 73 | 6 | 2.8 | 197 | 90.4 |
| 77 | 11 | 5.0 | 208 | 95.4 |
| 80 | 5 | 2.3 | 213 | 97.7 |
| 94 | 5 | 2.3 | 218 | 100.0 |

**Frequency Missing = 6**

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

ORIGIN OF VISITORS (EXIT FORM)

| LOCATION | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| . | 188 | . | . | . |
| WINNIPEG | 13 | 36.1 | 13 | 36.1 |
| MB/NON-WPG | 2 | 5.6 | 15 | 41.7 |
| CANADA (NON-MB) | 7 | 19.4 | 22 | 61.1 |
| OTHER COUNTRY | 2 | 5.6 | 24 | 66.7 |
| U.S.A. | 12 | 33.3 | 36 | 100.0 |

Frequency Missing = 188

WEEK DAY / WEEK-END DAY

| WEEK | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| WEEKDAY | 99 | 44.2 | 99 | 44.2 |
| WEEKEND | 125 | 55.8 | 224 | 100.0 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

TOTAL TIME SPENT AT FORT GARRY

| FTIME | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| . | 14 | . | . | . |
| 0 | 1 | 0.5 | 1 | 0.5 |
| 5 | 2 | 1.0 | 3 | 1.4 |
| 10 | 1 | 0.5 | 4 | 1.9 |
| 25 | 1 | 0.5 | 5 | 2.4 |
| 30 | 1 | 0.5 | 6 | 2.9 |
| 45 | 1 | 0.5 | 7 | 3.3 |
| 50 | 2 | 1.0 | 9 | 4.3 |
| 77 | 1 | 0.5 | 10 | 4.8 |
| 80 | 3 | 1.4 | 13 | 6.2 |
| 85 | 21 | 10.0 | 34 | 16.2 |
| 87 | 1 | 0.5 | 35 | 16.7 |
| 90 | 17 | 8.1 | 52 | 24.8 |
| 95 | 13 | 6.2 | 65 | 31.0 |
| 97 | 1 | 0.5 | 66 | 31.4 |
| 100 | 8 | 3.8 | 74 | 35.2 |
| 105 | 3 | 1.4 | 77 | 36.7 |
| 106 | 2 | 1.0 | 79 | 37.6 |
| 110 | 4 | 1.9 | 83 | 39.5 |
| 112 | 1 | 0.5 | 84 | 40.0 |
| 115 | 13 | 6.2 | 97 | 46.2 |
| 120 | 15 | 7.1 | 112 | 53.3 |
| 122 | 2 | 1.0 | 114 | 54.3 |
| 125 | 9 | 4.3 | 123 | 58.6 |
| 130 | 7 | 3.3 | 130 | 61.9 |
| 135 | 3 | 1.4 | 133 | 63.3 |
| 140 | 1 | 0.5 | 134 | 63.8 |
| 142 | 1 | 0.5 | 135 | 64.3 |
| 145 | 1 | 0.5 | 136 | 64.8 |
| 149 | 1 | 0.5 | 137 | 65.2 |
| 151 | 1 | 0.5 | 138 | 65.7 |
| 155 | 3 | 1.4 | 141 | 67.1 |
| 160 | 1 | 0.5 | 142 | 67.6 |
| 161 | 2 | 1.0 | 144 | 68.6 |
| 165 | 1 | 0.5 | 145 | 69.0 |
| 170 | 13 | 6.2 | 158 | 75.2 |
| 175 | 4 | 1.9 | 162 | 77.1 |
| 176 | 1 | 0.5 | 163 | 77.6 |
| 177 | 3 | 1.4 | 166 | 79.0 |
| 180 | 2 | 1.0 | 168 | 80.0 |
| 190 | 1 | 0.5 | 169 | 80.5 |
| 195 | 2 | 1.0 | 171 | 81.4 |
| 200 | 6 | 2.9 | 177 | 84.3 |
| 205 | 3 | 1.4 | 180 | 85.7 |
| 206 | 1 | 0.5 | 181 | 86.2 |
| 210 | 1 | 0.5 | 182 | 86.7 |

LOWER FORT GARRY NATIONAL HISTORIC SITE
1989 VISITOR SURVEY

---------- TRAVEL MODE-BUS/BOAT ----------

TOTAL TIME SPENT AT FORT GARRY

| FTIME | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|---|---|---|---|
| 220 | 2 | 1.0 | 184 | 87.6 |
| 250 | 1 | 0.5 | 185 | 88.1 |
| 260 | 1 | 0.5 | 186 | 88.6 |
| 280 | 6 | 2.9 | 192 | 91.4 |
| 290 | 2 | 1.0 | 194 | 92.4 |
| 300 | 3 | 1.4 | 197 | 93.8 |
| 305 | 2 | 1.0 | 199 | 94.8 |
| 306 | 1 | 0.5 | 200 | 95.2 |
| 310 | 1 | 0.5 | 201 | 95.7 |
| 315 | 4 | 1.9 | 205 | 97.6 |
| 320 | 1 | 0.5 | 206 | 98.1 |
| 330 | 4 | 1.9 | 210 | 100.0 |

Frequency Missing = 14

# APPENDIX 5
# VERBATIM COMMENTS:
# ARRIVAL FACILITIES AND SERVICES

QUESTION NO. 8: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH THE FACILITIES AND SERVICES DESIGNED FOR YOUR ARRIVAL AT LOWER FORT GARRY. COMMENTS.

No live animals in order to make it a real farming community of it's time. Also more adequate ventilation in the buses.

Enjoyed the visit very much.

Not very clearly marked.

When leaving our car we were unsure of where to begin.

Very courteous and helpful staff.

Should have signs (at least one) on road up from Henderson Hwy.

The town street info just showed "to Lower Fort Garry", so after St. Andrew I began to be worried about finding the place, (but did eventually). I suggest a road sign to distance given as one leaves Winnipeg.

Signs located closer to Winnipeg.

J'ai particulierement apprecie de se faire accueillir en francais au kiosque et dans le centre d'accueil. Le diapnama etait tres bien.

Lack of road sign travelling south from Selkirk.

Visibility of signs were good, attendants at kiosk were very helpful.

Come with Beaver Bus Lines.

Should be more info (signs) when leaving the perimeter from Winnipeg into the fort.

Staff at visitor centre notified us promptly of closing time and where to go.

Very clean and everyone very helpful.

Should have an entrance sign to the fort.

Well planned.

Very polite young lady working at the gate.

Signs were too far apart on the street coming out of Winnipeg and no distances shown as how far out Fort Garry was.

Generally satisfied.

Very helpful attendants - extremely friendly - chose your staff well. Two people in car were visitors from California, U.S.A. They thought signs could have been more informative. Kiosk and parking lot attendants - excellent.

Would like to see some signs on No. 1 highway on how to get there.

Very pleasant individuals.

Very enjoyable time.

Attendant did not really take much time to give us good directions s/at the time there were few visitors.

You need signs on 101 in Winnipeg. We came up on 58 - the wrong side of the river.

Very good public relations.

Keep up the good work. I loved every minute of my visit.

Everyone was very helpful and courteous. We had a very pleasant time.

Lower Fort Garry signs along No. 9 should be more conspicuous.

Appreciate the availability of wheel chairs and washroom facilities.

Staff appear friendly and helpful.

The woman at the gate was very pleasant and helpful.

Facilities and services are superior. So much to see - we should have allowed more time.

Everyone was very helpful.

Came by boat.

Very attractive entrance to historic site. Appreciated the large size of parking area.

Make signs on the buildings more visible.

Our tour guide took care of this, I just tagged along.

Bus tour.

Parking lot is quite far away from fort. Reception and information building is very nice, looks like a nice restaurant.

Attendants very helpful and congenial.

When we saw the big stone sign coming from Selkirk, we turned - unfortunately it was too soon!
I enjoyed it but it is small compared to Heritage Park, Calgary or Upper Canada Village.
Lovely picnic area.

I wish we could have had more time to investigate, explore, and enjoy the sites.

Friendly, helpful, courteous people.

We missed the entrance as we drove from Winnipeg (looking for it) and had to go back.

Not enough signs on Highway No. 9.

Actors were informative.

There could be more signs on the No. 67.

When we first arrived at kiosk entrance to parking lot, the gate did not open though it was exactly opening time. We went along to the next entrance, pushed the gate button, entered and got instructions from an employee we encountered there.

Very good.

Came with boat tour.

Need more and bigger road signs.

Everybody very polite - makes you feel good.

Very friendly and helpful people.

Highway entrance to park confusing - a large exit sign as you approach, instrumental in us driving past and having to return and we know our way?
Very helpful and friendly.

Original access to site is completely undeveloped, the river bank has no walk path, benches, etc.

Your parking used to be near the fort - it was good; it is no good now. We were all seniors - it was too far to walk, even for the driver.

Came on a boat.

Very nice attendants.

Absolutely no complaints about service.

Very friendly attendants.

Not many highway signs telling about the fort or where it is.

Could have signs nearer to Winnipeg.

Gate opener was surly and unfriendly. On the tour at many times this same person seemed to still be angered by his job.

Enjoyable.

Could have used more road signs between Winnipeg and Fort Garry.
Helpful and friendly people.

Very good.

Very hospitable, courteous people. They're to be commended!
Excellent.

Very friendly staff.

Food concessions leave a lot to be desired.

Very helpful.

We were not ignored, but were greeted. We just knew where we were going.

Although I indicated "satisfied" for visibility of signs, I believe there could be more of them, especially closer to Winnipeg (we arrived via Winnipeg.)
Got lost trying to find way around Winnipeg & Fort Garry.

I am from England and really enjoyed my visit.

Very easy to access.

Very friendly person at ticket booth.

Nearly drove past entrance from No. 9.

The girl at the kiosk made mistakes about change.

Very well mannered, friendly, helpful and polite staff. They make you feel at home.

We found everyone on staff very nice & helpful.

Bus driver took us.

Road signs in Winnipeg would be helpful.

Very good signs, staff helpful.

The attendants were very friendly.

"Exit" sign from highway is confusing, as it could be taken as east from the fort. Should read "Entry."
Very helpful people at centre and each building.

We were very impressed with the Visitor Reception Centre.
I am so used to going there I do not even think of looking for a sign.

Everyone was great!
Very orderly.

The receptionist was very helpful as to what would be good to understand what went on at the fort.

Most helpful & friendly.

The ladies at Governor's house very good and helpful.

No reception, only girl giving brochure. No directions whatsoever.

Are very very good. From the last time I saw the fort it sure changed, it's very nice to go.

Attendants were very helpful and pleasant.

The young ladies were very pleasant and willing to be of assistance.

Good.

Our host directed us & we were free to explore.

Pleasant & helpful.

Very helpful & courteous.

Pas assey de panneaux a partir de Winnipeg.

I would recommend a visit to Lower Fort Garry to anyone who enjoys history.

We were warmly greeted and found the slide show & exhibit interesting.

Everything well marked & easy to find. Staff was exceedingly helpful.
Staff very friendly.

Very friendly atmosphere, staff well informed.

bien mitout guard le francais est pratique.

Approaches and arrival are clear and easy to follow.

Very nice.

Plus que satisfant.

The sign at turn-off "exit" is deceptive.

More direction needed from 101 bypass & along Hwy. 9.

Arrival off the boat was very professional.

Very poorly marked highway signs when you are out-of-province.

Our guide, Kristin, was extremely well informed and made our visit memorable.

Directions to the reception centre were non-existant, and we followed the sheep ahead of us and we all went the wrong way!
The parking lot attendant was very good!
Although the staff told us the show times on arrival we did not notice the board where they were written.

Very impressed.

Very helpful, friendly people at desk.

A signpost off the St. Andrews Road would be useful - if you come via St. Andrews it is difficult to know which direction to turn on the Selkirk Hwy.

Very satisfactory.

What in the world is a "kiosk" attendant?
More signs on highway 9.

Kiosk person was very helpful & polite.

We came Beaver Bus Line and walked from highway, across parking lot and into the information centre.

You need more road signs between Winnipeg and the fort.

All well done, staff very helpful.

Guided tours would be nice.

Congenial & very informative.

Road signs closer to Winnipeg would be helpful. We had to stop and ask if we were on the right road.

We enjoyed it so much. Hope to come back again.

Left it up to bus driver.

We were travelling from eastern Ontario through Winnipeg. No signs were posted until about 10 km. from Lower Fort Garry. Directions from Trans-Canada would have been helpful.

You need a few more signs on road. When you see the first one it's too far until you see the next one.

The kiosk attendant was helpful - but we felt that 2 sides should have been open - i.e. slow to get in.

Highway sign OK, however no signs advising distance to exit.
Refurbishing looking good.

Not much advance warning coming from Selkirk.

We knew it was there about when I was 9 to 10 years old.

Signage could be better even though its right there.

Staff greeting us at the kiosk & the V.R.C. were nice and ready to speak French and English.

All people pleasant & cheerful.

Very helpful all around.

Not enough signs along highway. Wondered if we were on the right road.

Most enjoyable.

Road signs from Lockport do not specify Ft. Garry as the historic site.

I find that the people are friendly & very helpful. Great place to view.

More signs from Winnipeg to the fort would be helpful for people from out of the country.

Well laid out.

Staff very friendly.

Very nice people throughout complex. Helpful, bright and funny.

Very impressed with the friendly and helpful nature of kiosk attendants. Starts the tour nice.

QUESTION NO. 9: IF YOU ARRIVED BY BUS OR BOAT, PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH THE FACILITIES AND SERVICE DESIGNED FOR YOUR ARRIVAL TO LOWER FORT GARRY. COMMENTS.

No info was given to us on the road, however, the fort staff were very helpful even with stupid questions.

Landing stage difficult, particularly for seniors.

People in costumes maintained their characters very well, and that was very important to our enjoyment of the visit.

With walking limitations, why do you have it stretched out so far and hills? Lady at desk did not make it clear where wagon ride could be reached or where was north.

Very hospitable.

Driver failed to stop at the fort. We were let off after another passenger told us we were passing it.

Very helpful.

Handed us a brochure only - no directions as to way to reception - nothing about your film presentation.

Practically hugged us.

When purchasing boat tickets, we were not informed it was part of tour. It happened to be compulsory.

Would suggest some improvement to river bank area and dock facilities.

No signs posted as to where to catch the boat. Also price of tour should include the fort. Since there is no other way of getting from port A to B.

Only had an hour and a half at fort arriving by boat and leaving by bus.

Directions could be more detailed on greeting.

Attendants who answered questions in the same time frame as the fort made it an interesting experience!
Better walking facilities from loading dock to the buildings.

Some got a folder getting off boat but I didn't. I saw this information a friend had and think if I could have had it earlier, I would have understood what I was seeing and should have had more time to visit.

Handed information too late on tour.

Very interesting.

Greeting when we arrived was cordial but guide had no guide leaflets.

Having map when leaving boat before tour would have been nice. Staff did a good job!
Arrived by private auto.

Person greeting us had no tour maps and gave us no information. Captain of Lady Winnipeg gave us no information referring Lower Fort Garry.

Some of the staff in the furloft were more concerned with sitting around talking about some private matter instead of greeting the tour.

Excellent repertoire; most helpful; appreciated character roles; lovely.

It was very nice.

Not enough signs, thought it was a waste of time. The boat ride was better.

P.A. system was not in very good working order that day on the Gray Line Princess.

N/A, went by car.

Tour operator should hand out info early to allow familiarization prior to landing.

Very little said about the Fort layout or highlights for a limited time of visit. We had to ask about everything. More signs needed.

More of the staff dressed in the period clothing throughout the fort would bring out the flavour and style of the period in history. I think it would be very enjoyable.

The ticket office never gave us proper information about getting on a bus after we thought we were going back on the boat.

Would like a guide and time doubled to be able to see more things adequately.

Fort staff were very friendly and informative.

Being from the States and our first visit, we arrived at the old address and found the gate locked with no sign whatever that your docking address had changed. Out information was taken from tour of Winnipeg materials.

You need a safer landing service at the riverbank.

Disappointed with riverbank non-development.

The brochure was informative.

They were very friendly.

Well organized and very informative.

Not done by a tour operator.

I really enjoyed my time here but needed more benches so I could rest & then continue my walking tour.

End of season. Very little staff available.

Enjoyed talking with the people - very pleasant.

Information & direction to dock for boarding. Was ramming hard and didn't know which dock.

Very satisfied.

We did not get any tour. Only assistance was from our boat captain.

Very interesting.

Very interesting place.

Nobody gave us directions to the fort or to where we could get the boat back to Winnipeg. Did not have enough time to do justice to all the exhibits.

Like I said, arrival off the boat was very professional.

Very interesting.

Staff at the fort provided the appropriate information for the tour of the fort.

Everybody enjoyed themselves.

Inside the Reception Centre there were comfortably dressed staff in short cool clothes. Outdoors the costumes were long and hot.

The young people need to be more outgoing - visited Ft. Walsh in Alberta this spring & acted sequences & meeting of visitors much more forthcoming.

Very nice. Satisfactory. Not enough time to see all of fort.

Well satisfied.

A fine visit!
Beaver Bus driver let us off on the highway.

Very nice, many polite people.

Surprised there was a place like this.

Docking facilities extremely poor; especially difficult for elderly or disabled.

Would like to see signs as to the route to take as you walk along.

First time I ever saw a place like this.

Wasn't enough time to see everything - felt real rushed! Maybe 1-2 hours would be better.

On a previous visit, New Zealand guest enjoyed the fort very much, as we did.

Just had an attendant check for passes to the fort.

PA system was not working.

Dock area could be improved.

QUESTION NO. 8: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH THE FACILITIES AND SERVICES DESIGNED FOR YOUR ARRIVAL AT LOWER FORT GARRY. COMMENTS.

No live animals in order to make it a real farming community of it's time. Also more adequate ventilation in the buses.

Enjoyed the visit very much.

Not very clearly marked.

When leaving our car we were unsure of where to begin.

Very courteous and helpful staff.

Should have signs (at least one) on road up from Henderson Hwy.

The town street info just showed "to Lower Fort Garry", so after St. Andrew I began to be worried about finding the place, (but did eventually). I suggest a road sign to distance given as one leaves Winnipeg.

Signs located closer to Winnipeg.

J'ai particulierement apprecie de se faire accueillir en francais au kiosque et dans le centre d'accueil. Le diapnama etait tres bien.

Lack of road sign travelling south from Selkirk.

Visibility of signs were good, attendants at kiosk were very helpful.

Come with Beaver Bus Lines.

Should be more info (signs) when leaving the perimeter from Winnipeg into the fort.

Staff at visitor centre notified us promptly of closing time and where to go.

Very clean and everyone very helpful.

Should have an entrance sign to the fort.

Well planned.

Very polite young lady working at the gate.

Signs were too far apart on the street coming out of Winnipeg and no distances shown as how far out Fort Garry was.

Generally satisfied.

Very helpful attendants - extremely friendly - chose your staff well. Two people in car were visitors from California, U.S.A. They thought signs could have been more informative. Kiosk and parking lot attendants - excellent.

Would like to see some signs on No. 1 highway on how to get there.

Very pleasant individuals.

Very enjoyable time.

Attendant did not really take much time to give us good directions s/at the time there were few visitors.

You need signs on 101 in Winnipeg. We came up on 58 - the wrong side of the river.

Very good public relations.

Keep up the good work. I loved every minute of my visit.

Everyone was very helpful and courteous. We had a very pleasant time.

Lower Fort Garry signs along No. 9 should be more conspicuous.

Appreciate the availability of wheel chairs and washroom facilities.

Staff appear friendly and helpful.

The woman at the gate was very pleasant and helpful.

Facilities and services are superior. So much to see - we should have allowed more time.

Everyone was very helpful.

Came by boat.

Very attractive entrance to historic site. Appreciated the large size of parking area.

Make signs on the buildings more visible.

Our tour guide took care of this, I just tagged along.

Bus tour.

Parking lot is quite far away from fort. Reception and information building is very nice, looks like a nice restaurant.

Attendants very helpful and congenial.

When we saw the big stone sign coming from Selkirk, we turned - unfortunately it was too soon!
I enjoyed it but it is small compared to Heritage Park, Calgary or Upper Canada Village.
Lovely picnic area.

I wish we could have had more time to investigate, explore, and enjoy the sites.

Friendly, helpful, courteous people.

We missed the entrance as we drove from Winnipeg (looking for it) and had to go back.

Not enough signs on Highway No. 9.

Actors were informative.

There could be more signs on the No. 67.

When we first arrived at kiosk entrance to parking lot, the gate did not open though it was exactly opening time. We went along to the next entrance, pushed the gate button, entered and got instructions from an employee we encountered there.

Very good.

Came with boat tour.

Need more and bigger road signs.

Everybody very polite - makes you feel good.

Very friendly and helpful people.

Highway entrance to park confusing - a large exit sign as you approach, instrumental in us driving past and having to return and we know our way?
Very helpful and friendly.

Original access to site is completely undeveloped, the river bank has no walk path, benches, etc.

Your parking used to be near the fort - it was good; it is no good now.
We were all seniors - it was too far to walk, even for the driver.

Came on a boat.

Very nice attendants.

Absolutely no complaints about service.

Very friendly attendants.

Not many highway signs telling about the fort or where it is.

Could have signs nearer to Winnipeg.

Gate opener was surly and unfriendly. On the tour at many times this same person seemed to still be angered by his job.

Enjoyable.

Could have used more road signs between Winnipeg and Fort Garry.
Helpful and friendly people.

Very good.

Very hospitable, courteous people. They're to be commended!
Excellent.

Very friendly staff.

Food concessions leave a lot to be desired.

Very helpful.

We were not ignored, but were greeted. We just knew where we were going.

Although I indicated "satisfied" for visibility of signs, I believe there could be more of them, especially closer to Winnipeg (we arrived via Winnipeg.)
Got lost trying to find way around Winnipeg & Fort Garry.

I am from England and really enjoyed my visit.

Very easy to access.

Very friendly person at ticket booth.

Nearly drove past entrance from No. 9.

The girl at the kiosk made mistakes about change.

Very well mannered, friendly, helpful and polite staff. They make you feel at home.

We found everyone on staff very nice & helpful.

Bus driver took us.

Road signs in Winnipeg would be helpful.

Very good signs, staff helpful.

The attendants were very friendly.

"Exit" sign from highway is confusing, as it could be taken as east from the fort. Should read "Entry."
Very helpful people at centre and each building.

We were very impressed with the Visitor Reception Centre.
I am so used to going there I do not even think of looking for a sign.

Everyone was great!
Very orderly.

The receptionist was very helpful as to what would be good to understand what went on at the fort.

Most helpful & friendly.

The ladies at Governor's house very good and helpful.

No reception, only girl giving brochure. No directions whatsoever.

Are very very good. From the last time I saw the fort it sure changed, it's very nice to go.

Attendants were very helpful and pleasant.

The young ladies were very pleasant and willing to be of assistance.

Good.

Our host directed us & we were free to explore.

Pleasant & helpful.

Very helpful & courteous.

Pas assey de panneaux a partir de Winnipeg.

I would recommend a visit to Lower Fort Garry to anyone who enjoys history.

We were warmly greeted and found the slide show & exhibit interesting.

Everything well marked & easy to find. Staff was exceedingly helpful.
Staff very friendly.

Very friendly atmosphere, staff well informed.

bien mitout guard le francais est pratique.

Approaches and arrival are clear and easy to follow.

Very nice.

Plus que satisfant.

The sign at turn-off "exit" is deceptive.

More direction needed from 101 bypass & along Hwy. 9.

Arrival off the boat was very professional.

Very poorly marked highway signs when you are out-of-province.

Our guide, Kristin, was extremely well informed and made our visit memorable.

Directions to the reception centre were non-existant, and we followed the sheep ahead of us and we all went the wrong way!
The parking lot attendant was very good!
Although the staff told us the show times on arrival we did not notice the board where they were written.

Very impressed.

Very helpful, friendly people at desk.

A signpost off the St. Andrews Road would be useful - if you come via St. Andrews it is difficult to know which direction to turn on the Selkirk Hwy.

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All people pleasant & cheerful.

Very helpful all around.

Not enough signs along highway. Wondered if we were on the right road.

Most enjoyable.

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I find that the people are friendly & very helpful. Great place to view.

More signs from Winnipeg to the fort would be helpful for people from out of the country.

Well laid out.

Staff very friendly.

Very nice people throughout complex. Helpful, bright and funny.

Very impressed with the friendly and helpful nature of kiosk attendants. Starts the tour nice.

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With walking limitations, why do you have it stretched out so far and hills? Lady at desk did not make it clear where wagon ride could be reached or where was north.

Very hospitable.

Driver failed to stop at the fort. We were let off after another passenger told us we were passing it.

Very helpful.

Handed us a brochure only - no directions as to way to reception - nothing about your film presentation.

Practically hugged us.

When purchasing boat tickets, we were not informed it was part of tour. It happened to be compulsory.

Would suggest some improvement to river bank area and dock facilities.

No signs posted as to where to catch the boat. Also price of tour should include the fort. Since there is no other way of getting from port A to B.

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Better walking facilities from loading dock to the buildings.

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Handed information too late on tour.

Very interesting.

Greeting when we arrived was cordial but guide had no guide leaflets.

Having map when leaving boat before tour would have been nice. Staff did a good job!
Arrived by private auto.

Person greeting us had no tour maps and gave us no information. Captain of Lady Winnipeg gave us no information referring Lower Fort Garry.

Some of the staff in the furloft were more concerned with sitting around talking about some private matter instead of greeting the tour.

Excellent repertoire; most helpful; appreciated character roles; lovely.

It was very nice.

Not enough signs, thought it was a waste of time. The boat ride was better.

P.A. system was not in very good working order that day on the Gray Line Princess.

N/A, went by car.

Tour operator should hand out info early to allow familiarization prior to landing.

Very little said about the Fort layout or highlights for a limited time of visit. We had to ask about everything. More signs needed.

More of the staff dressed in the period clothing throughout the fort would bring out the flavour and style of the period in history. I think it would be very enjoyable.

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Would like a guide and time doubled to be able to see more things adequately.

Fort staff were very friendly and informative.

Being from the States and our first visit, we arrived at the old address and found the gate locked with no sign whatever that your docking address had changed. Out information was taken from tour of Winnipeg materials.

You need a safer landing service at the riverbank.

Disappointed with riverbank non-development.

The brochure was informative.

They were very friendly.

Well organized and very informative.

Not done by a tour operator.

I really enjoyed my time here but needed more benches so I could rest & then continue my walking tour.

End of season. Very little staff available.

Enjoyed talking with the people - very pleasant.

Information & direction to dock for boarding. Was ramming hard and didn't know which dock.

Very satisfied.

We did not get any tour. Only assistance was from our boat captain.

Very interesting.

Very interesting place.

Nobody gave us directions to the fort or to where we could get the boat back to Winnipeg. Did not have enough time to do justice to all the exhibits.

Like I said, arrival off the boat was very professional.

Very interesting.

Staff at the fort provided the appropriate information for the tour of the fort.

Everybody enjoyed themselves.

Inside the Reception Centre there were comfortably dressed staff in short cool clothes. Outdoors the costumes were long and hot.

The young people need to be more outgoing - visited Ft. Walsh in Alberta this spring & acted sequences & meeting of visitors much more forthcoming.

Very nice. Satisfactory. Not enough time to see all of fort.

Well satisfied.

A fine visit!
Beaver Bus driver let us off on the highway.

Very nice, many polite people.

Surprised there was a place like this.

Docking facilities extremely poor; especially difficult for elderly or disabled.

Would like to see signs as to the route to take as you walk along.

First time I ever saw a place like this.

Wasn't enough time to see everything - felt real rushed! Maybe 1-2 hours would be better.

On a previous visit, New Zealand guest enjoyed the fort very much, as we did.

Just had an attendant check for passes to the fort.

PA system was not working.

Dock area could be improved.

# APPENDIX 6
# VERBATIM COMMENTS:
# VISITOR RECEPTION CENTRE

QUESTION NO. 11: DO YOU HAVE ANY COMMENTS ON THE VISITOR RECEPTION CENTRE?

Very nice, happy to see no pandas, better selection of buttons but the quality of souvenirs was very good.

Snack bar food awful.

Nice.

Staff very helpful, courteous and knowledgeable.

No reason for its existence.

All facilities in the centre were excellent except for the food which was mediocre at best.

It was very interesting.

Very nice everything, very reasonably priced.

We did not know ahead of time there was food available here.

Sufficient info available.

Very pleasant, well-designed.

Cheeseburger not very good.

Well laid out.

Good slide show. Clean toilets.

Horse and wagon should come up to information centre and give us rides. I didn't get to see the fort.

Very clean.

Very gracious - needed a wheelchair.

Friendly and helpful staff. Museum not so interesting.

More light in the museum - we did not stay in the museum because we couldn't see clearly - also too cold!!
Previous visits reception centre has been very helpful.

No but very clean.

Slide show was not functional.

Very clean and not to crowded.

Nice facilities.

Very nice set up - everyone helpful and polite.

The exhibits were very informative. The staff were very helpful and pleasant. The washroom was clean.

Good.

Toured fort first - given no info on reception centre upon arrival.

Very fine.

A wider selection of books on Manitoba/Prairie settlement development would be an asset.

It was not open when we first arrived so we missed it on way in.

Very nice.

Well-planned.

Enjoyed.

Would like to see placemats for sale.

Clean and neat.

Very clean.

Thanks for stroller.

I was impressed. Staff were very pleasant and informative.
The slide show was very interesting and informative.

Everyone was very funny.

Courteous and informative staff!
The staff were pleasant, friendly and courteous.

Very pleasant to talk to and helpful.

We thought the facility was well designed - the personnel were friendly - the exhibits highly interesting.

Very clean, quite and organized.

Didn't have time to see slide show due to bus leaving.

Very pleasant and helpful.

The food was atroceous at the restaurant. I suggest you look at food served at Capt. Kennedy's which is excellent.

Quality of food could be better.

No water fountain could be found.

Well run. Pleased with food in snack shop.

Avons apprecie l'aide et la delicatesse des hotesses.

Just great. Everyone was very helpful.

Restaurant is highly over priced and charge you extra if you only have a drink.

Clean, friendly, interesting - wheel chair provided at no charge.

Apears to be improving every year.

Very good.

I liked the design of building.

Very nice but expensive. Would like to have purchased something to wear; however, prices would not permit.

It's quite a good introduction to Lower Fort Garry; very informative.

Excellent museum and slide show. Suggest additional slides teaching history of area on a more technical higher plane.

Very good.

Friendly staff; more information needed - a sign would be nice.

Lovely building - beautiful grounds, a nice addition to the area since my last visit about 20 years ago.

Books in gift shop looked interesting, well-produced.

Very nice. An addition since our last visit.

It was very nice.

Neat, clean, spacious, well arranged.

Very helpful.

Clean, bright, excellent washrooms, would probably have found the museum if had more time.

Excellent.

You need a baby changing station.

Please put up price tags on items to be sold.

Very good.

Clean - very informative.

Well laid out, attractive. Could have more gifts for sale.

Very good and slide show informative.

Nice and ccol.

Very nice.

What museum!
Too many things within small children's reach.

Salesperson in gift shop did not voluntarily give U.S. exchange on dollars. I had to ask after she left till and did not give accurate change.

Wish we had more time.

We would have viewed the slide show and eaten in the restaurant but members of our party wanted to get to a campsite.

Very good.

Good.

Domage qu'il faille bien tomber afin de se faire sevoir en francais.

Did not receive brochure.

Very neat, organized, helpful.

Well set up.

It was attractive, people were helpful, the slide program was very informative.

Front exit door did not indicate which way to go after leaving slide show.

It could be improved.

Very nice.

You could sell more items - ie. sun hats, etc. Good potential to raise additional funds.

Looked like a great place - only had 10 minutes there!!
Airy, pleasant place.

Ladies washroom smelled badly.

Excellent.

Nice!
It's great!
Nice place.

Good.

We would normally have viewed the slide show & stopped at the restaurant but were short of time. The Visitor Reception Centre is a very welcome part of the fort's offering.

Was not there.

Was not there.

Didn't have time.

Very courteous and attentive.

Souvenier shop - very limited, e.g. postcards.

Would have liked to spend more time, but tour did not allow for it.

Restrooms very clean, reception by personnel very warm.

I think it's a good place to start the tour. I like the idea of having guided tours as well.

From a previous visit a few years ago I found the restaurant prices to be very high, thus this year I planned to eat elsewhere. Also bread prices at the fort bakery too high -- $3.00 per loaf!?
Clean and cool.

All attendants were most co-operative and friendly, especially towards our young children.

Attractive and informative.

Excellent.
Excellent.

Clean, friendly attendants, good selection in the gift shop.

Slide show not very interesting for young children.

Thanks for fine Manitoba brochure.

Staff very helpful, friendly and approachable.

Very nice.

Clean & well kept.

Excellent museum exhibit & slide show.

Tried to purchase food - service too slow!
Very nice, clean, spacious and friendly.

Clean and friendly.

Good.

Staff very pleasant.

There should be more German language literature for the many German tourists who visit Lower Fort Garry.

Very nice.

Very informative & even switched into German to help my guest. Very impressive.

Very nice, very clean.

More maps in the slide show would be better.

Excellence.

Noticed that the gift shop did not seem to have as large a selection as other years.

It was very nice & clean.

Didn't have enough time to visit. Came by boat - Paddlewheel Princess.

This time found less souvenier items for sale than on previous visits.

Lack of time prevented us from spending longer.

This is a friendly centre. People are most congenial & helpful.

Excellent facility.

Guide good when entering. Very good slide show & exhibit. Purchased articles in Gift Shop. Had meal at restaurant. Washroom very clean.

Only a small selection of gifts.

Very nice.

We found that the prices were much too high on the food at the snack bar.

Everything was clean and neat - well kept up.

Very pleasant and warm feeling there.

Neat & tidy.

Very clean, food good. People friendly.

Great, but I think that you could make into more of a museum.

Very friendly, helpful.

Beautiful! Expensive!
Wished the gift shop sold more items seen at the fort. Furs, beadwork, barrels, tins, etc.

I am more than satisfied.

Excellent, wide open area.

The film on the history of the fort and early Winnipeg gives visitors from overseas a clear understanding of the area.

Nice clean washrooms. Good selection of gifts or souveniers.

Very good.

Get the slide show fixed.

Everything very nice.

Very good.

Should sell foods of a type served 150 years ago, rather than items we can buy from any restaurant.

All were excellent.

Good.

Nicely arranged.

When a Bus group makes reservations with the fort, they should let the cafe know that we are coming. 1 1/2 hours to get a sandwich. (Terrible.)
Very nice.

Centre is well appointed and have enjoyed its facilities on many previous visits.

Excellent.

Saw no visitor's reception committee.

Very nice.

I enjoyed very much.

Well organized.

The restaurant was very accommodating to six soggy visitors & their picnic lunch.

Very clean washrooms.

Very pleasant place.

Satisfactory and good items for sale.

Split washroom signs.

The historical displays were very well done.

Food seemed expensive.

Very clean and informative.

Restaurant is rather small to take care of many visitors, tables too close together.

It was too hot. Should have better ventilation.

Gifts are outrageously expensive compared to same items in town.

Everything was satisfactory.

More variety in souvenirs is needed - pens, pencils, etc. (Less expensive items that children can purchase.)
The coffee could be of better quality.

Needs more casual seating in lobby.

Very friendly and clean.

Well laid out - pleasant atmosphere.

bien fait.

Excellent.

Very friendly personnel.

Very nice, attractive decor.

Slide show great!

Cheerful, cool & clean. Really liked the clean bathrooms.

Very poor selection of souvenirs. Too expensive.

Building does not fit in with rest of fort theme.

It would be useful to enlarge the souvenir area for more variety of merchandise and to represent Manitoba artisans.

No. It was great.

They didn't have much info on the day camp.

The receptionist was friendly and brief. The slide show was beautiful & informative. Saw it again at end of visit.

Very nice & clean.

Very good.

Need for books & goods for sale.

Most hospitable and well informed.

Restaurant was full due to rain and staff was sour faced. We went to A&W.

Very friendly, clean and informative.

The staff should be in period costume. The commissionaire should be dressed in the regimental uniform.

Quality of food in restaurant should be improved.

We had a good lunch at the warehouse building.

Excellent.

Very clean!
You need a bigger variety of gifts in the gift shop.

Good.

Good.

Not enough high chairs in restaurant.

Friendly.

Very comfortable, friendly sales staff.

Satisfactory.

Excellent!

Didn't have time to visit the centre.

Souvenirs were highly priced.

We were not told about the museum exhibit - we just saw it on our way to the slide show.

Good.

Clean. Slide show well done. Nice and cool.

Very nice.

Excellent reception.

We spoke with the hostess of the information centre at the desk.

Attractive building.

Nice building - cool - good slide show.

Very nice.

Ladies washroom needed a darn good cleaning.

Good movie. Interesting gifts at reasonable prices.

It was nice.

Very good.

Real nice.

Very nice & interesting.

Wonderful.

Slide show was very good.

Very nice. Very informative. Well done.

Clean, easy to understand. Very good.

It seemed dark - more lighting = more hospitable.

Very Good.

Mother's (or parent's) room would be appropriate. Booster seats in restaurant would be helpful.

A necessary addition to the park, very functional and well designed.

Excellent slide show. Very interesting, informative and well presented.

Well trained staff, especially during fire alarm.

Visitors should be told about these activities so they allow enough time. We arrived at the centre shortly before bus departure time.

Slide show too long. Exhibit boring.

Our friends did really appreciate the ----- about the fort history in their own language.

Very nice & interesting.

Bigger selection of gifts.

A larger stock of moccasins would have helped me to buy a pair.

Seems interesting - would have liked to see slide show & exhibit but was short of time.

Gift shop had interesting items, snack bar was convenient.

Audio on slide show could be a bit louder (slightly hard of hearing), particularly the beginning of slide show.

Friendly service.

Please provide indoor telephone with Winnipeg phone directory.

It is very well set up and people are very helpful.

We have a deaf son and I interpreted for him. I didn't notice the sign that said you provide services for the deaf until we were leaving. Maybe it could be more obvious.

Reception was very good.

Nicely laid out.

Very clean.

Very nice.

Well produced slide show. My children aged 3 & 4 enjoyed it. The right length of time.

Great place, friendly people.

Displays very well put together, slides informative.

Well organized and a pleasant way to spend some time.

Very helpful and friendly.

Food prices too high.

Quite pleasant.

Wished we had more time to view it.

Souvenirs were light. It was however the day before season closing.

We had planned a short visit, otherwise would have visited museum.

# APPENDIX 7
## VERBATIM COMMENTS:
## SUGGESTION TO IMPROVE LOWER FORT GARRY

QUESTION NO. 13B: DO YOU HAVE ANY SUGGESTIONS ON HOW WE MIGHT IMPROVE LOWER FORT GARRY NATIONAL HISTORIC SITE?

Buildings and Grounds

Two buildings on north side should be made of use for visitors. I think it used to be the Doctor's House. Also, I believe we used to be able to go upstairs in the Big House.

Doctor's office reconstructed or refurbished for public display; also the warehouse building should be opened. Longshore boats should be offered for rides for the patrons visiting.

Keep original as possible.

There should be more buildings opened. Too many are closed.

Fewer locked buildings, too many areas were locked and unused for information and visiting purposes.

Open up the buildings in the four corners of the fort; in Fort George (Niagara region) I was impressed with the ponder magazine; maybe more information could be given about early RCMP training at the fort.

i - All buildings on site developed and open for public tour. Is is disappointing to find a number of locked doors on major buildings and wall corner buildings. ii - Some various period costumes of the uniforms of military personnel on display would be a unique addition and could perhaps be fit into one of these buildings. iii - A development may be worthwhile on the north side of the fort depicting prairie indian settlement.

Have all buildings available for public viewing.

Be able to go into all the buildings.

I would like to see the whole fort and all its houses complete working models with people in costumes and all the animals that would be around at that time period.

Signs to direct visitors to points of interest. We walked to several buildings that were pad-locked.

Staff in period clothing is an excellent idea. Out party found them friendly & knowlegeable. It would be nice to see more buildings restored or replicas erected.

More benches around site for elderly people between buildings. Some buildings weren't open. Some place people can buy a drink, it's a lot of walking in the heat.

Some buildings were closed and not in use. Would like to see all.

Open up some new buildings from time to time.

By opening up more of the buildings. There were a lot of them locked.

Would like to have viewed jail & lookout posts.

Do not close down activity when site is open; we found buildings locked and nothing being baked in kitchen (I had expected to be able to purchase baked items to snack on such as cinnamon buns or cookies.)

Most of the buildings were closed for the public. I felt they should have all been open.

Yes, in the warehouse you should open the top floor and close down that restaurant.

There appears to be more buildings on the site which are not open but would be of interest to view. We were unable to see the bastions, bakery & barracks.

Have all buildings open for the public.

Open more buildings.

Have jailhouse open at convenient hours. Have baked goods on sale at the big house kitchen.

More buildings open, some were closed.

Perhaps signs indicating what each of the buildings contained or perhaps numbering them so the map would be easier to follow.

Perhaps a few labels on the outsides of the houses (if this wouldn't detract from the "authenticity".

More explanation in the museum building.

Store-show price of goods of period; tour guides available. Rooms in main house more signs of who slept or used these rooms.

More information on history by those in buildings. What happened in those buildings?

An enlarged aerial photo or mosaic of the site including the river might be interesting -if there was one, we missed it.

Number the buildings themselves to match the map.

Create a miniature you can see in a glance.

Exhibit number should be clearly marked or more easy to find when following your map.

A few of the buildings were not named (or their functions were incorrectly named) on signs out front or in the brochure; that could be improved.

Paths to river; more advertising to make visitors aware.

More on-site identification of buildings and rooms.

Provide additional historical printed material ("handouts" - etc.) at each site.

More detailed information on the individual buildings that are 1236Labelling buildings.handed out at the building.

Identify the buildings as to name, date, occupants by a sign instead of relying on employees for information.

At each building an explication board.

How about some old signs near the houses explaining a bit about the people who live there.

Perhaps a little more written information in places. But really everything is quite good. Enjoyed it!!

Would like to see a better fur trade center; a carpentry center where actual construction took place; a historic boat dock area; strong native representation on daily operations.

Keep lawns around houses outside fort groomed a little better. Shouldn't a Union Jack be flying inside the fort in addition to the MBC flag?

Spray the dandelions. I realize it's a historic park, but what was applicable years ago does not apply today. Surrounding homes do not need extra dandelion seeds. Most people spray as we don't want our lawns in a "natural" state like the park.

Grounds could have more flower beds, etc.

The flower gardens were definitively not up to what they once were. Geraniums at Big House, etc. The fort grounds are to far away from the parking lot or entrance. It is ridiculous.

Distance between entrance and fort proper is too far for some elderly seniors. Some type of conveyance suggested!

The grounds were a little unkempt - grass needed mowing, etc.

Have some parking for elderly and handicapped closer to fort.

Sign should be posted as to cost of wagon ride.

Excellent preservation & displays. I am somewhat concerned about the Common Burdock. (Ruhbarb like leaves, purple flowers developing into burrs) that is growing along the creek where the York Boats are displayed. If this weed is not controlled it can take over and destroy the river banks etc.

Parking closer to the fort.

Provide more rest benches along pathway from reception to main house. (On hot day the paths are hot.)

Maybe a few more benches to sit on.

Another washroom area closer to the fort area and awareness of its location made to the visitors.

Souvenir shops selling replicas of items available in store etc. (beads) closer to the fort itself.

Add more flowers & shrubs that pertained to fort's area. Open all bastions to public. More information on R.C.M.P. back then & costumed mannequins or staff in R.C.M.P. regalia.

Path up hill could be improved on, suggest steps.

Quality & maintenance of grounds has deteriorated badly over last several years. Does not reflect well on Canada or Manitoba.

It is a long walk for some people from reception centre to the fort.

Add some flowers in the actual site. Grass was dry and very trampled. More garbage containers. We were very disappointed in visiting Lower Fort Garry this time. We had visited about six years before and were impressed with the flowers and well kept grounds. This time there were no flowers, lots of weeds, and very trampled grounds around and within the fort. There seemed to be a lot of hostesses in the Visitor Centre, you almost stumbled over them. There were also no wheelchair access to the big house, the store or anywhere else. A real shame for our younger disabled friends. As we read our brochure about the "cells" of the assylum/warehouse we were disappointed to see a huge empty room where some tables were set up for the "period meal". No times were given for when this meal would take place etc. The fort is well preserved & interesting but I wouldn't take out of town visitors there 'til I hear it's improved.

Have more flowers on grounds. Plant vegetable gardens.

Improve the look of the grounds, cut and water. Although historical, the interior grounds were "run-down". I think watering & cutting grass won't detract from history but add to appeal of the "fort".

My mother can walk but is arthritic so she must stop and rest often. I feel there is definitly a need for more benches so older people can rest

ex: one outside each building, so they can view a building & rest before proceeding.

Improve lawns and flower beds. Kennedy House is a good example. Money is spent on buildings, etc. The grounds are terrible. I was embarassed for the condition.

Yes, I would like to see more flowers arranged around the grounds!!! Especially the Governor's House.

Living History

Have attendants explain more historical facts instead of speaking in the first person.

More actors.

Some activities on the grounds as well as inside. As it was, we really enjoyed ourselves. Thanks.

Have "period" people in fort more energetic and outgoing.

Some personnel not fully informed - noon break may be reason.

Indians should be present.

Run very well - loved the customs and living history.

Perhaps have person fielding questions on period of time in history to present, instead of one specific time.

Some of the interpretive staff could be better informed.

Very well done. Your "characters" knew their history. Great!

Although we understand the reason behind the "character acting" - our observation was that tourists around us were uncomfortable with the format, and asked very few questions. It seemed to put them off. It make you feel awkward trying to talk to the guides if you don't know much history of the area. You feel you have to ask "informed" questions.

Employees working in the fort should have played the part more so the visitors could understand and enjoy the fort.

More people dressed in costume. More activity.

Do not necessarily approve staff making presentation in the past tense. Appreciated the activities showing how life was lived on daily basis - i.e. forge, bread baking, crafts, spinning, etc. Suggest more activities be

planned to show how fort was actually used.

More information about daily life from that period. Actors ham it up, but must ask lots of questions to get information. A set of standard dialogue points would be more helpful.

I would have liked to see more staff dressed in the old-fashioned style.

Coffee in fort canteen poor (weak). More people (actors); expand buildings. Historic actors effective but why no native Indians? An actual enactment (e.g. justice or trading) would bring history alive.

More interaction between the attendants to depict what was occurring in the fort and why?

To the serious history buff, the play-acting costumed staff were distracting, even annoying. Also, a few appeared to be uninformed as they were unable to answer questions. Otherwise, it is superb.

On previous visit, some of the costumed staff were more talkative and provided more facts and interesting points.

More staff exhibits if possible (since you have such a large site).

At times older people do not understand that they are acting parts - at times a little overly friendly - need to be sensitive to the individual.

Instead of acting like high British snobs you should call attention to the rebellion and Louis Riel. The fur trading aspect was very good.

The women working in the park were very informative but the men did not seem to volunteer as much information & had to be questioned constantly.

Don't charge per person, should be per car. We used to come to visit and things were free, such as baked bread and horseshoe nails for kids. Now everything costs money. Also for staff to be in dress is garb of the time is nice, but to have them play acting is silly.

More costume acting. More action.

More people in costumes.

I think the native peoples of Canada are left out and they shouldn't, because they played a big part in the growth of Fort Garry.

Have people playing roles tell more historic facts and less role playing.

Have a few more animators in the fort.

Staff in costume were interesting to look at but not very informative.

Visitors were made to feel as if they were from "outer space."

When I visited Lower Fort Garry in the past I found that the people acting out the people in those days were far more talkative. The fellow in the General Store was excellent today.

No. We were very impressed with the site & especially enjoyed the staff dressed in period costumes & acting in an 1850's manner.

Some staff waited for us to ask something. I think they should say something first and introduce you to what they do.

Yes - I don't like the play acting. Would far rather be told about 1850 than endure the feeble attempts at immersion in that era.

It might be better for those in "period" to answer "I don't know" to some questions rather than "fabricate" an answer. There were some pretty bad errors on basic questions asked when I was there. (I've studied this history pretty throughly.) Super concept! But have them be careful with answers.

Expand on the people becoming historical figures & talking about "their" time.

Some of the workers (role players) really need to get into their acts more. Make it seem more realistic; although the gov. and his wife were great.

1) In addition to slide presentation some continuity in guides is important; no specific points are brought out by guides other than the "role playing". Historic facts are not given unless elicited in chatter.

Keep up the good work! It was hard to learn about history when you are trying to role-play with someone from that period.

Have guard rails along Red River banks. Let people get more involved with the actors. More participation.

The site is underpresented. It lacks depth and scope. The house and store are well furnished. You need more objects being used and explained. Much more cultural history from staff on site would help.

In some houses the staff could have pointed out items in the rooms instead of "turning on" their acts as soon as visitors arrived. A shelter in case of rain for people waiting for boat is very necessary.

It was good to see some of the people acting their roles as if we were not there. This gave a touch of realism to the tour. Please continue. Others were very pleasant when we asked questions.

I am a college professor & I take elderhostel classes & young people to such facilities in Alberta. Must have outgoing, very interested spokespeople. Also have someone meet people at entrance to fort to give

suggestions about buildings etc.

More staff to act out the role of the people who would be part of daily activities of the fort. eg. metis, indian, soldiers, H.B. staff and traders and Scottish piper.

People in 'roles' as storekeeper, etc. were not acting out their parts to their full potential.

Abolish the "historical comments" of the staff in the historical sites.

I'm not sure I am a fan of this living history stuff. It can be a little embarrassing, though it worked better than I thought it would.

Need to coach some of the actors on conversation & covering up differences in time - need more action.

I felt the attendants could have been more informative - the 1st person approach ie. 'my' house, was not well done - 3rd person approach I feel would have been more informative, ie. 'his' house.

Better orientation to role playing.

Would suggest that staff in buildings talk about the characters from history that they represent and that time rather than pretending to be them. i.e. be more informative historically.

There should be an increase in the number of staff dressed in period costume and more historical activities (York boat rides, farm, Indian village.)

Provide walking tour guides who engage costumed personnel in conversation and encourage group interaction - The staff seem to have a wealth of information but we don't always ask the right questions.

We especially enjoyed visiting with the staff in period clothing & 1851 conversation. It was a learning experience.

Keep the actors - they added a lot.

People were not very helpful explaining what everything was. Very abrupt. Almost snotty. We tried to talk to one about an article we have and she acted like we could not have had one. Felt like telling her to go ---- herself.

Guided Tours

I went with a group of 19 people from different countries. Suggest such groups were provided with a guide who could explain the history of the place more clearly.

Have a tour guide.

Have guided tours. Didn't get enough information out of the people walking around. They are good actors, but not tour guides.

Children's tour or activities.

Take down the roped off areas in the buildings and have a guided tour for people with small children.

Having a tour guide would help.

We would have enjoyed a guided historical tour.

More guides should be available. Fee should be by 'the car', $3.00 per person is too much.

Have tour guides who know the fort's history. (Although the staff were courteous, I was met with answers like: I don't know or I'm not sure.)

Have guided tours of the site.

Self guided tours with guide book or cassette tape.

Have guided tours instead of people running helter skelter. Also buildings not labelled except on map & not enough time to see everything or converse with personnel in buildings. A person would need a whole day to see the most important buildings in the fort. So I really don't think this survey would be very accurate in determining anything. Unless filled in by someone who had spent at least 4 hours there. The personnel were very good re: information, etc. but we only got to see 2 buildings really. Then it was time to go. Next time I go I shall go by car and it will give me more time.

## Information Displays

With number of young Canadians at fort today, more emphasis on history and how people did things and lived at fort.

More written history available for those who are interested. Hands-on exhibits for children.

More info on how fort and individuals influenced the settlement and politics of Manitoba, e.g. Indian - French language issue.

More signs and info.

Perhaps you could provide some history of the surrounding area and the role

the fort played.

Have more written (free) pamphlets.

More wooden signs in the fort to signify that period meals are available. Model of the fort as it was. The fort seemed to ignore the river and that's the reason it was there.

My dissatisfaction is with the poor quality of brochures & pictures. Also, these should be available to other languages such as German & Italian & Spanish.

Excellent layout - fascinating. Could be improved by more labelling e.g. when attendants are engaged with other visitors, it would be helpful to read brief descriptions.

Could have had more signs.

Some staff were much better than others at giving information.

More information on signs by boats, e.g. length of time from Lower Ft. Garry to York Factory & back & what rations the men carried with them.

I'm concerned about the use of the words "indian" and "Eskimo" to refer to the aboriginal peoples of Canada. Maybe that display on the first peoples of Canada should be updated.

More written history at each building.

Label the items - e.g. pelts. More active display of "period" people. Most of them just sat there. Traffic flow pattern, numbers, arrows, etc.

Explain use of (say) traps. Replace missing artifacts.

In the storeroom, information on furs and how much they were worth at that time. Also, in the store, prices on counter or somewhere of how much items cost then, i.e. tea, flour, coffee.

No. My group was very pleased with the fort on a whole. I would like to know where all of the furniture and artifacts came from, i.e. the store and fur building.

## Activities and Events

Perhaps a period fair or festival or something with food and dress. The other ideas are good and would be nice if they are affordable. Something the public could participate in.

Something down by the river - row boat cruise (the historical boats).

We visited one weekend last year when there were Indian T-pees and the arrival of the governor, etc. We thought these were excellent features, which weren't available this time.

Make food available from that era for tasting or purchasing - we purchased bread there previously.

Serve historical period food in restaurant as we've enjoyed in Fort William and Louisburg. We were sad we could not get this the time we were at Fort Garry.

I would have liked to have seen more historical things actually happening. I was very impressed with Thunder Bay and Old Fort Williams and was looking for more or same.

Would it be inappropriate to sell things like the nails, horseshoes, brads, etc.? I really appreciated the staff's willingness to engage our 6 year old and 4 year old children in conversation.

People like to see more, especially food homemade items. Special days attract local regional people.

1.) When employees are baking it would be nice to have samples for all visitors. 2.) Should have the puppet show back for the children.

Newspapers - local or that might be shipped in from elsewhere. Excerpts from journals et. al. behind glass but readable - rotated weekly.

For example, a traditional Thanksgiving meal - re-enactment or for all to share. Traditional dances or evening out that tourists would pay to see or participate in.

Could add some sounds of activity or homespun music as a community might have had.

River activities.

Restaurant with food of the historic period.

Have a boat ride in one of the old boats (eg. York Boat.)
Provide trail, info tablet re: river landing site.

Would like to see more "hands-on" exhibits. More exhibits geared to younger levels ie. - ages 5 to 10 years.

Boat building?
Maybe a few animals for children to see.

Have a 1851 festival (annual). Tall grass prairie south of reception centre. Allow "actors" to answer questions in straight manner.

Availability of boat rides from the fort.

Would like to see more demonstrations (cooking, etc.)

It is not large enough. More buildings outside the fort would be nice.

Have all buildings open for viewing. More signs in front of buildings explaining what used for, who lived there, etc.

The general store should actually sell some type of goods (foods fitting with era, knicknacks, etc.)

More hands on exhibits.

If the historic industries could be recreated it would be unique among the fort sites I have visited in Canada.

Have some guards from that age walking around. Supply a gift shop within the fort for the tourists.

I would enjoy more activity representing this period of history - eg. quilting, costume making, more baking, presence of animals, other trades activities in progress like the blacksmith.

As a wind and watermill "lover", I would like to see the gristmill reconstructed.

More sampling of authentic food, ie. bread, pemmican.

Could mark buildings by number & information outside.

Dramatization of a York boat arriving or leaving a la Voyageurs at Fort William.

More information on native trappers; history of treaties, etc.

More displays period. Lower cost of food in the fort.

Restoration of Settler Village outside walls of fort. Upper Canada Village style.

It would be nice to see more of the crafts being done, ie. tanning hides, cart wheel making, candle making, soap making, stone cutting, etc.

This was my first visit in 8 years. I was disappointed in: 1) girl failed to make candles properly, 2) blacksmith not skilled like the first visit, 3) nobody baking cookies, 4) suggest an older staff.

Access to the river would be fun and would add to the historical feel. A wooden jetty? Trips in York boats"? (Replicas!)

School house or children's hands-on exhibit.

More work in progress like the blacksmith shop. Very popular. Suggest boatbuilding, pottery and sale of same, etc.

Bus/Boat Tour

Better boat dock facility at the x on map so the reception centre is the first site seen by boat visitors.

From boat give dir ctions to fort and reception and what facilities are available.

Get tour buses and boats to let tourists spend more time at Lower Fort Garry - 3 hours minimum.

Slightly longer visit (1/2 hr.) to permit visit the theatre in visitors' area (centre). Do not hold departure of bus or boat for strugglers.

Easier access form boat - perhaps hand rail or rope rail up hill from boat for elderly or handicapped. Buildings better marked, perhpas with a little history about each on a sign near building.

We were not given enough time.

Perhaps getting information to visitor in advance and more time to visit.

Need information before tour begins.

Coming off the boat cruise did not allow us enough time to fully experience the fort (this was the boat tours fault), but a quick tour from a guide would have been informative.

Comparable to our Fort Edmonton - but one needs more than an hour to tour such a facility.

If the trip to Lower Fort Garry National Historic Site is part of a boat trip a minimum of 2 hours should be allowed for the visit.

Have tour boat stop longer so it would not be so rushed.

Visible signage to highlight route to be taken for tours with time constraints.

Wheelchair visitor stayed on the boat.

Improve walk-ways, especially from boat dock area.

Have a docksite at the water.

The boat dock could be better.

The park is excellent, however get rid of the boat cruises. The cruise is too lengthy and too boring. The biggest complaint is that we had only 1 hour to visit the fort. That allowed us to eat and to see the settler's house - only one exhibit. We asked for another family pass and did not get one.

## Access

Should be some sort of access for handicapped (baby strollers) even if just to lower levels.

Make it possible for buses and cars to drive around. Handicapped people wanto to see too. I had no partner to push a wheelchair.

There is very little wheelchair access. Ramps and slopes don't only apply to wheelchairs but also to families with small children in strollers.

Handicapped - heart - difficulty walking. Need a form of transport to drop off; take short distances.

Set up for disabled people in the buildings is not present so they can view the insides.

The path to the fort site from the visitor reception centre does not appear to be wheelchair accessable.

Build a bridge across the creek at ground level.

My passengers are seniors who find it difficult to walk any distance but are not in wheelchairs; some means of transport between buildings would be welcome.

Having to use a cane when walking any distance, I feel there should be more benches from the barracks building on towards blacksmith shop and beyond towards reception centre.

From what I could see, your access for the handicapped was very poor. There are a lot of steps and rough terrain.

Wheelchair access could be improved with ramps at the big house, paved walkways for wheelchairs.

Possibly simple signs indicating locations at buildings.

No outdoor indicators to washrooms or direction to on-site Fort restaurant.

Put a bus sign in the parking lot for the boat tour tourists because they have a tough time finding where the bus stops.

More visible information signs at building entrances.

Better directions pointing to different buildings. The map is not that great.

Other

Better food.

More benches for resting.

Local residents would use the restaurant more as an outing if food was improved and it was somehow separated from rest of park.
Same as question No. 8.

No, thought the set up was excellent.

Break school children outings into much smaller groups, as they otherwise fill the entire viewing area. Allow more time before re-boarding. Have several fact sheets printed in various languages.

Selling bread, candles, etc.

Keep the way it is.

Already great.

I wasn't very struck with the food. The coffee was rotten and burgers were so-so - not up to standard expected nice restaurant decor.

Move parking closer to reception centre. Improve entrance to reception "facing" parking.

Have an outlet for cold drinks, etc. at fort.

Open earlier in season. We left Calgary on May 2nd and there were no provincial parks and very few historical museums open.

It's fine the way it is! I especially like the fact that there are no interiors wrecked by vandals (i.e. no defacement of any sort!).
Waitress in restaurant not appropriately dressed - tight black jeans - awful!

Why you do not sell bread on Sundays?

Try to get more government grants like they get in Ontario.

More shade for the picnic tables.

We have had visitors from Germany; they really enjoyed it because they received their information in German. Well done, keep it up.

Have the boat signs put up or have visitors by-pass if so requested. When we got off the bus, we had to pay again.

We enjoyed it.

Thought it was great.

Excellent.

I was disappointed with the 50 cent dessert at the warehouse. It was such a little portion - felt like you were being ripped off. The ice-tea was scummy and not very cold.

Keep up the good work!

I think you are doing very well. In years to come, I'm sure it will be very nice.

We enjoyed the period meal.

There was no mention of it in any "Manitoba Information"! This site needs to be in publications given out when people enter the province.

Build wax museum.

Continue as you are - building and improving. We have come here at intervals since 1964.

The wall was torn apart and there weren't any signs explaining why.

Ce sevait moins genaut de savoir si la personne connaits ou non le francais plutot que de fevoir toujours s'essayer.

More drinking fountains. More outdoor benches. A film instead of slides.

I enjoyed it very much.

We are from Scotland and I had never heard of Lower Fort Garry before so perhaps advertising overseas would be a good idea.

We like it as it is.

Note that they are "rebuilding" the fort!

It's lovely -- no suggestion offhand.

Add animals to 16 & 17.

Please, please do not let automobiles inside to spoil the effect. One passed through the grounds during our visit, travelling very quickly. What a disappointment!!
Speak German.

No, but sure would love to have facilities like this type in Missouri. Very impressed with presentation.

Get the place finished - too much repair during tourist eason.

Good presentation - no changes necessary.

Not without a significant amount of thought.

You would appear to be doing a good job. Keep up the restoration work you are doing, continue your maintenance at a high level.

Enjoyed what I ate in the restaurant, however the interior was boring; institutional feeling. (Flowers? -- Outdoor patio setting?)

Open earlier, 9:00 at the latest.

More!

Paint the outside reception area.

Only charge view fort area. More benches for resting.

Information panels would be easier to photograph if about 20 degrees closer to vertical. One has to stoop to photograph them now. Explain the chimney like structure in the north wall.

Finish it.

Speedy clean-up of grounds once present construction work is completed.

Don't force the French language on us. I do not appreciate being addressed first in French as I enter the parking area gate.

Museum displays seemed disjointed.

Did not see Union Jack or Hunson Bay Co. flag on buildings or pole at fort.

Great as is!!

Could include horse barn.

Free coffee for seniors, their income is limited.

Lunch room could have a larger staff - tables could be more attractive.

No, we look forward to returning when all the restoration is completed.

Easier access for older people.

Take down the roped off areas in the buildings and have a guided tour for people with small children.

Could not find a postcard of the York boats. We had forgotten our camera and we found those boats most interesting.

No, I think it is good just as it is.

They seem to be always repairing something but think it is satisfactory the way it is.

You seem to be doing things right.

Better eating facility.

Main restaurant should be in a restored area, or should resemble historic dining area. Food - home made of a type served years ago.

Very low vision people do not have adaquate access to displays.

None. Excellent.

An introduction to the history of the fort/area at the reception area.

Accommodation for servicing (feeding) of bus tours should be provided in other than the one restaurant in Visitor's Centre in order that general public can also be accommodated.

Seemed fine.

You're making a lot of improvements now from what I can see. Of course, it takes money to make improvements.

More advertising and promotion. I'd like to see more people.

No, as I am from Saskatchewan and not well acquainted with your sites.

I had expected to see more at Lower Fort Garry, however it seems to be going through a reconstruction stage, so it will likely be much better when this is completed.

More washrooms.

Continue expansion & renovation.

I like Ft. Garry the way it is. I'd hate to see it become really commercialized. That would ruin the wonderful atmosphere.

Have a docksite at the water.

Working outdoor displays.

Au debut, lower fort Garry etoit prevu pour les soldats et durant ma visite je n'en ai pas vu. Ce serai interessant de faire vivre le fort par l'arrivee des soldat apres une patroville, prise du drapeau, etc...

I was very satisfied with the historic display and reconstruction going on.

Very nice. The staff was very friendly and helpful in the houses. I'd like to see the bake oven working again. It was many years ago to sample fresh bread.

No, it is excellent.

It's a shame that the old stone walls are being rebuilt - they look too new now. The old walls helped to remind me of how old the facility is.

I think the fur storage house (Hudson's Bay) needs a very good cleaning. This is the only building that our kids had a rough time in. It is extremely dusty.

Umbrella rental would have been helpful on our visit. New things could be added for expansion.

Sale of reproduction souvenirs, spoons, badges, buttons, etc.

I always enjoy the old activities such as forging, making pemmican, baking bread, etc.

No, I found everything just great.

Advertise any transportation which will take you from the Grayhound bus route right to the visitor's reception centre. Put up more signs on the grounds.

More historical buildings.

Equal rights for smokers.

Better highway signs from Winnipeg.

Extended hours on weekends.

Ouelque musicien - music a bouche, violon, etc.

You are doing a great job.

The limestone walkways should be finished and graded for runoff. Locations should be numbered.

Leave original walls as long as possible.

Better road signs.

Cart ride is excellent.

Longer season for the restaurant & a larger area.

Mow the lawn. Remove horse muffins from pathway. Do renovations in the off-season, not during tourist season.

Make the restaurant's prices cheaper.

No! I am really not qualified to make any recommendations.

A way of having public transportation companies let visitors on and off in the grounds. (Beaver bus driver's suggestion as highway is very dangerous.)

No, satisfied.

It was very nice. Sample of cooking was an unexpected surprise.

Please have more water fountains for the children.

Very unique as it is.

Why is the old round wall being demolished - what is the stark new building needed for?

None that I could see.

No. Lower Fort Garry is so good it could not be improved.

Washrooms at fort (where stone wall is being constructed) could be better identified.

No. My group was very pleased with the fort on a whole. I would like to know where all of the furniture and artifacts came from, i.e. the store and fur building.

Very impressed by my short visit and can think of no improvements that would benefit the area.

# APPENDIX 8
# VERBATIM COMMENTS:
# SERVICES LACKING IN EITHER OFFICIAL LANGUAGE

QUESTION NO. 16: IF YOU ARE DISSATISFIED WITH THE LEVEL OF SERVICE OFFERED IN ONE OF CANADAS'S OFFICIAL LANGUAGES, COULD YOU PLEASE TELL US WHAT THAT SERVICE IS?

French should definitely not be used and especially not first.

Your staff at the retail store below the fur loft could (would) not speak French to a French couple beside us.

Too much French.

L'interraction entre les gems d'epoque n'a pu se faire qu'en Anglais sauf celle des deux jeunes hommes dans l'entrepot de fourrures - mes eleves l'ont beaucoup apprecie etant donne qu'ils etudient en francais.

Most of the period staff are greeting visitors and discussing in English.

The place was dead more life - actual real life activities; a store to buy items; post office that works.

Most guides - staff in most of buildings outside of visitor reception could not speak in French...

There is not enough French spoken. We had a guest from Martinique who did not speak English.

More languages should be spoken as the majority of our pioneers were not French. I find this insulting.

Do not like having French everywhere in the West anyway.

We only had time for the period meal. But if more than one language is spoken, we find this an important part of your history.

We live in Montreal and are used to bilingual services, yours were fine. Would like to see other languages offered as often as possible. e.g. German.

Need only English.

Not enough information in French.

Le fait de pouvoir communiquer avec les employes (les priposes au centre d'accueil, etc) on est fraite comme des citoyens de seconde classe -- il faux tomber sur la bonne personne, ou attendre, etc.

English is just fine.

Speak english because there's lots of different people here.

I prefer english only.

English.

English always unless requested otherwise.

I do not believe we should have bilingualism at all!
I feel that if you're going to emphasize French you should give the opportunity to the other nationalities. e.g. Ukrainian, German, Irish.

Not dissatisfied.

We only need English.

Have not paid too much attention but believe it is satisfactory as all pamphlets seem to give information in either language.

English only is required.

Par les personnes a l'interieur des edifices.

Staff always assumed that we were English speaking.

There is nothing wrong, I think.

The way it is addressed to the public.

You should have someone who speaks German too.

The more picture signs you use the better.

The Hudson's Bay Co. was an English company and everybody spoke English, so realistically, why would you have this settlement speaking French.

I don't think we should serve French Canadians because Quebec doesn't serve English Canadians.

For a foreigner, sometimes they spoke too quick.

The concessions staff didn't speak French very well.

There is no evidence of any kind that explanations of an historical nature are available in French. One therefore assumes they are not.

A-O.K.

We had a 14 year old girl from Paris, France & she was pleased with the French information & the "cute" accent of the French speakers.

Too much frog talk.

Maybe one person who is able to speak either German or Spanish.